



239 West 49th Street
New York, NY. 10019

Job Title: Project Manager
Supervisor: Senior Director of Programs
Job Status: Non-Exempt/ Full Time
Job Hours: 35 hours per week
Location: Midtown Manhattan
Compensation: Competitive with City Rates

About Encore: For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities, so that they may live with dignity and decency in a safe and caring environment. Encore provides a comprehensive array of programs for older New Yorkers including supportive and affordable housing, home delivered and sit down meals, case assistance, education, recreation, and friendly visiting. The organization takes a “no wrong door approach” to ensure Seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. The organization is working to build off of a rich history to deepen its services and scale the work of giving back to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York’s diverse and vibrant senior community. To this end, a major initiative is the refinement and expansion of the organization’s social services and program activities department.

About Position:

The successful Aging and Community Wellness Division is seeking to hire a Project Manager who will be in charge of assisting the Senior Director of Programs in organizing ongoing projects. This task involves monitoring project plans, schedules, work hours, budgets, and expenditures, organizing and participating in stakeholder meetings, event planning and ensuring that project deadlines are met in a timely manner. The Project Manager (PM) carries out many of the administrative responsibilities with the goal of increasing the SDoP’s time for strategic planning. The PM will have a deep understanding of the division and organizational priorities. The PM will work closely with the Executive Director’s Special Assistant and COO’s Executive Assistant to ensure seamless coordination across departments. The individual will be a mission driven, motivated, talented, and enthusiastic professional with ability to think independently and use sound judgement. The PM will provide support to the SDoP through interpretation and preparation of statistical, financial and written reports/correspondence. To be successful in the role of Project Manager, they will need to be able to work on tight deadlines, be highly proficient in using Microsoft Office applications such as Word and Excel, have exceptional verbal, written, and presentation skills. They must be passionate, empathetic and committed to meeting the needs of our older adults.

Job Responsibilities:

- Takes time to fully understand the goals of Encore’s Executive Team and most importantly the priorities of the SDoP, and in turn works to streamline the SDoPs workflow and supports her in all aspects of achieving those goals;



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- Maintain the strictest confidence of the SDoP and protect the SDoPs interests, in service of Encore's mission;
- Coordinates special projects that are aligned with the SDoPs priorities and, researches and creates presentations, composes memos, transcribes notes, and generates reports, multitasks, and prepares and monitors invoices and expense reports;
- Participates in the design and monitoring of assessment tools and outcome measurements;
- Prepares and files routine and advanced correspondence including letters, memoranda, and reports;
- May handle a wide variety of situations, including mediating staff conflicts, and coordinate with the HR Coordinator when necessary;
- Manages frequent changes, shifting priorities in a fast-paced environment;
- Strong documentation management, time management, multi-tasking, organizational skills, Analytical and problem-solving abilities, Team-management skills and customer service skills;
- Strong attention to detail and process oriented;
- Maintaining and monitoring project plans, project schedules, work hours, budgets, and expenditures;
- Organizing, attending, and participating in stakeholder meetings;
- Documenting and following up on important actions and decisions from meetings;
- Preparing necessary presentation materials for meetings;
- Ensuring project deadlines are met;
- Event management and planning;
- Determining project changes;
- Provide administrative support;
- Undertaking project tasks as required;
- Developing project strategies;
- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project;
- Assess project risks and issues and provide solutions where applicable;
- Ensure stakeholder views are managed towards the best solution;
- Chair and facilitate meetings where appropriate and distribute minutes to all project team members;
- Create a project management calendar for fulfilling each goal and objective;
- Facilitate and train staff of all levels on new processes, programs and skills;
- Other duties as assigned.

Required Qualifications:

- Commitment to helping Older New Yorkers live independent and dignified lives;
- Bachelor's degree in business preferred, but relevant and demonstrated experience without a degree will be considered;
- Strong emotional intelligence and ability to manage different teams, personalities and cultures;



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- Strong reading skills and ability to create and navigate written instructions and lists required;
- Strong interpersonal skills and ability to work as part of a team;
- Commitment to helping Older New Yorkers live independent and dignified lives;
- Excellent technology and organizational skills with attention to detail;
- Must possess the ability take initiative and handle stressful situations;
- Strong problem-solving skills;
- Ability to prioritize and work independently on a variety of tasks;
- Demonstrated understanding of nonprofit governance organizational management;
- Malleable mindset and ability to persuade others while also keeping an open mind;
- Enthusiasm, creativity, initiative, and sense of humor;
- Ability to maintain confidentiality;
- Proficiency with automated systems and willingness and ability to learn new software packages;
- Excellent customer service with the ability to clearly communicate verbally and in writing;
- Able to work independently, with initiative, and handle multiple priorities and tasks;
- Able to work cooperatively in partnership with community agencies and resources;
- Ability to be flexible, supportive and to work cooperatively with staff as a member of a multi-disciplinary and diverse team;
- Extensive knowledge of Microsoft Office applications; particularly Word, Excel, and Outlook;
- Ability to produce high quality work reflecting attention to detail and accuracy;
- Exceptional verbal, written, and presentation skills;
- Ability to work effectively both independently and as part of a team;
- Highly proficient in Microsoft applications including Word, Excel, and Outlook;
- Knowledge of file management, transcription, and other administrative procedures;
- Ability to work on tight deadlines.

How to apply: email Resume and Cover Letter to jobs@encorenyc.org. In the subject line, please indicate **“Project Manager”**. *Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please.*

Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.