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New York, NY 10019  
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**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:** Commensurate with Experience

**About Encore:** How have you impacted someone's life today? At Encore Community Services, our teams are dedicated to supporting the lives of older New Yorkers so that they may live with dignity and decency in a safe and caring environment. For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities. 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 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.

**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 administrative tasks and projects. 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 be resilient, high functioning, 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.

**Benefits:** This position is a full-time position with benefits that include medical insurance (with Employee contribution), Dental, Visions, generous paid time off (vacation, personal days, sick days and earned floating holidays), 403(b) with 5% Employer Match after a year of employment, Flexible Spending Account, Dependent Care and transit benefits.

**Job Responsibilities:**

*Organizational Culture*

- 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 SDoP's workflow and supports her in all aspects of achieving those goals;
- Maintain the strictest confidence of the SDoP and protect the SDoP's interests, in service of Encore's mission;
- May handle a wide variety of situations, including mediating staff conflicts, and coordinate with across departments when necessary;

- Team-management skills and customer service skills;

#### *Project Management*

- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project;
- Developing project strategies: Coordinate special projects that are aligned with the SDoP's priorities and, researches and creates presentations, composes memos, transcribes notes, and generates reports, create a project management calendar for fulfilling each goal and objective;
- Participates in the design and monitoring of assessment tools and outcome measurements;
- Prepares and files routine and advanced correspondence including letters, memoranda, and reports;
- Manages frequent changes, shifting priorities in a fast-paced environment; Ensuring project deadlines are met; assess project risks and issues and provide solutions where applicable;
- Event management and planning;
- Strong documentation management, time management, multi-tasking, organizational skills, Analytical and problem-solving abilities, 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.

#### *Administrative Tasks*

- Provide administrative support;
- Monitors invoices and expense reports, varying calendars, scheduling;
- Ensure stakeholder views are managed towards the best solution;
- Chair and facilitate meetings where appropriate and distribute minutes to all project team members;
- Facilitate and train staff of all levels on new processes, programs and skills;
- Prepares and files routine and advanced correspondence including letters, memoranda, and reports;
- 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;
- Strong reading skills, critical thinking 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; time management and resiliency;
- Must possess the ability take initiative and handle stressful situations; Strong problem-solving skills. Ability to work on tight deadlines;
- Able to work independently, with initiative, and handle multiple priorities and tasks;
- 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 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; community and city agencies;
- 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;
- Knowledge of file management, transcription, and other administrative procedures.

**How to apply:** email Resume and Cover Letter to [jobs@encorenyc.org](mailto:jobs@encorenyc.org). In the subject line, please indicate "Project Manager".

**All new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by Encore Community Services.**

***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.***