

# California State University, Fresno Foundation

## PROGRAM MANAGER - OSHER LIFELONG LEARNING INSTITUTE JOB ANNOUNCEMENT #21-274

<b>POSITION SUMMARY:</b>	<p><b>Benefited position with the Osher Lifelong Learning Institute through the California State University, Fresno Foundation.</b> Reporting to the Executive Director of the Osher Lifelong Learning Institute, the incumbent is responsible for assisting with operation of the University's Osher Lifelong Learning Institute (OLLI). The Program Manager handles all OLLI operational activities to ensure smooth and successful operation of the program.</p> <p>The Program Manager will have excellent customer service and interpersonal skills, exercising strong organizational and time-management skills with an exceptional attention to detail. The program manager handles OLLI operational activities; assists with curriculum development and identifying qualified instructors; monitors program revenue and expenditures; oversees all registration activities and processes all payments; prepares financial reports; identifies and secures locations for program activities; provides support and outstanding customer service to members, potential members, instructors and others; collaborates with various university departments and units to ensure effective operations; identifies beneficial partnerships and sponsors. The program manager will also assist with administrative support and projects for the Division of Continuing and Global Education as assigned.</p>
<b>ESSENTIAL JOB FUNCTIONS:</b>	<p>Under the direction of the Executive Director, the responsibilities of this position include, but are not limited to:</p> <p><b><u>Administrative</u></b></p> <ul style="list-style-type: none"> <li>• Follow all applicable Fresno State and Foundation policies</li> <li>• Coordinate and schedule all OLLI program offerings, facilities and equipment</li> <li>• Oversee all member registration including supporting the online registration system as well as hand-processing paper registrations</li> <li>• Load, track, troubleshoot and perform required tasks to ensure the successful operation of the online registration system</li> <li>• Provide administrative support to the Executive Director</li> <li>• Assist with advisory council and other meetings or events, including coordination of schedules, facility planning (reservations, supplies, etc.), catering and rental orders, etc.</li> <li>• Maintain OLLI budgetary files and financial records for billing, receipts, purchases, disbursements, deposits and accounts in accordance with the Foundation's established procedures</li> <li>• Prepare and process payment authorizations for instructors and guest speakers</li> <li>• Provide day-to-day oversight of OLLI member activities including all logistics needed for successful operation of courses, keynote addresses, field trips and special events</li> <li>• Assist with travel arrangements, and track/prepare travel and reimbursement forms.</li> <li>• Maintain program database and oversee program data management to ensure accuracy of information</li> <li>• Process donations and gifts per the CGE gift processing procedures</li> <li>• Create online event registration forms, update content on website and respond to requests received from website inquiries</li> <li>• Provide support for all OLLI events and attend OLLI outside field trips and activities which includes working occasional evenings or weekends and travel.</li> <li>• Assist with scheduling all program activities and collect and prepare information for the catalog</li> <li>• Make recommendations for enhanced OLLI program operation</li> <li>• Provide administrative support as needed for Foundation entities under the Division of Continuing and Global Education</li> <li>• Support the Division of Continuing and Global Education with monthly reconciliations for operations, periodic reconciliations for programming, and other administrative tasks as needed</li> </ul>

- Assist the Director of Finance and Administration with constructing reports/presentations throughout the year and participating in budgeting/year-end closing exercises as needed.
- Complete special projects as assigned by the Division of Continuing and Global Education

**Member/Instructor Relations**

- Serve as the initial point of contact and thereafter interact and communicate with members, potential members, and the public via phone, written correspondence, email, social media, and in-person to explain membership benefits, enrollment policies, and other pertinent OLLI information. Follow-up and address concerns as needed.
- Identify appropriate venues for OLLI programs and activities both on and off campus
- Participate in production, printing coordination and distribution of course catalogs (print and/or electronic media) for members and supporters
- Help to recruit, train, evaluate, and nurture course instructors and activity leaders
- Communicate with OLLI instructors concerning class assignments, teaching space, audio-video needs, etc. Provide instructors with administrative assistance, including audio-video assistance, as needed.
- Recommend appropriate methods to recognize contributions of instructors, activity leaders and members.

**Outreach**

- Develop ideas for publicizing OLLI events and activities throughout the Fresno State service area
- Assist Executive Director with recruiting OLLI sponsors to provide financial or in-kind contributions in support of OLLI activities
- Assist Executive Director in marketing the benefits of OLLI membership to target populations in the Fresno State region
- Identify and assist in the development of new programs and enhancements that meet the needs the OLLI membership.
- Participate in outreach activities for the purpose of member and University community education and services
- In collaboration with the Executive Director, devise and implement appropriate methods to recognize contributions of sponsors and donors
- Explore innovative ideas to grow and improve OLLI programs

**Reporting**

- Prepare accurate, timely reports for the Executive Director
- Assist with research projects, surveys, and data collection
- Prepare, distribute and collect course evaluations and prepare a report for them each semester/summer
- Develop a strategic plan and follow through with its implementation
- Explore innovative ideas to grow and improve OLLI programs
- Other duties as assigned

**QUALIFICATIONS & EXPERIENCE:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Required:**

- A baccalaureate degree, or higher, in an appropriate field from an accredited university. In exceptional cases, professional experience can be substituted for degree requirements.

**Preferred Qualifications:**

- At least three (3) years of experience working in a customer-centered environment
- Experience in detail-oriented activities

	<ul style="list-style-type: none"> <li>• Experience in financial management</li> <li>• Experience in relationship-building</li> </ul>
<b>COMPENSATION:</b>	<b>\$4,583.33 - \$5,833.33 per month. Salary will be commensurate with experience and qualifications.</b> Benefits include health, dental, vision and life insurance, vacation, sick leave and holiday pay.
<b>DEADLINE:</b>	<b>Application review begins on January 3, 2022; Open until filled.</b>
<b>TO APPLY:</b>	<p>Please visit the Auxiliary Human Resources page at <a href="https://auxiliary.fresnostate.edu/association/hr/">https://auxiliary.fresnostate.edu/association/hr/</a> for job announcement and application. Applications may be mailed, emailed, faxed or delivered in person to:</p> <p>California State University, Fresno  Auxiliary Human Resources  2771 E. Shaw Avenue  Fresno, CA 93710                      Fax: (559) 278-0988</p> <p>Application &amp; resume may be e-mailed to: <a href="mailto:HRAUX@LISTSERV.csufresno.edu">HRAUX@LISTSERV.csufresno.edu</a></p>

## **RESUMES WILL NOT BE ACCEPTED WITHOUT A COMPLETED APPLICATION**

*California State University, Fresno is a smoke free campus. For more information, please click <http://fresnostate.edu/adminserv/smokefree/index.html>  
Employment for this position is by the California State University, Fresno Foundation. This is not a State of California position.*

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY/ADA EMPLOYER**

California State University, Fresno Auxiliary Services is proud to be part of the Fresno State community. As part of the campus community, Auxiliary Services follows the CSU policy that requires all faculty, staff and students who are accessing campus facilities at any university location to be immunized (fully vaccinated) against the virus that causes COVID-19. The policy does allow for medical or religious exemption from the immunization requirement. Auxiliary Services requires all of its employees to be fully vaccinated against COVID-19 or present a medical or religious exemption and any appropriate backup documentation. Fully vaccinated is defined as having received the dose at least 14 days prior to being on boarded, if selected. Current and new employees are required to adhere to this policy by September 30, 2021 and remain in adherence after that date