Program Manager - US

Position: Program Manager  
Location: Washington, D.C.  
Employment: Full-time, 1 year with opportunity to renew  
Start Date: As soon as possible, no later than April 15, 2019  
Salary: $45,000 - $55,000 depending on experience

About Libraries Without Borders

Libraries Without Borders is the US office of Bibliothèques Sans Frontières (BSF), a non-profit organization that promotes access to information for underserved communities across the United States and around the world. Libraries Without Borders partners with libraries, schools, and local nonprofits to transform laundromats, housing lobbies, parks, and a variety of public spaces into avenues of lifelong learning—from basic reading, writing and computer skills to health, legal, and financial literacy. By equipping local nonprofits, libraries, and leaders with the tools and training they need to provide relevant and reliable information to their communities, we meet people where they are, bridge the digital divide, reduce poverty, promote civic engagement and strengthen communities.

Internationally, BSF has designed, implemented, and evaluated library programs in refugee camps, remote villages, and disaster relief contexts since 2007. Our US efforts have won numerous awards, including the Google Impact Challenge and the Library of Congress International Literacy Award. Supporters include the City of Washington DC, the Robert. W. Deutsch Foundation, Sony, Google Fiber, the Knight Foundation, and the Alexander Soros Foundation.

About the Position

Reporting to the Deputy Director and working closely with the Executive Director, this person will play an integral role in managing day-to-day operations across existing BSF programs in 10 states/territories: Washington DC, Maryland, California, Texas, Minnesota, Pennsylvania, New York, Rhode Island, Michigan, and Puerto Rico. Responsibilities include hiring and managing
local staff, building new partnerships with libraries and grassroots organizations, maintaining existing relationships, and pursuing new opportunities for sustainable programming and funding across each location. The Program Manager will primarily focus on coordinating the national growth of the Wash and Learn Initiative (WALI) while providing supplementary support on the IdeasBox in Puerto Rico and the Legal Literacy Initiative. For more information, see below.

As a small and scrappy team, Libraries Without Borders seeks to hire a dynamic, experienced, and mission-driven Program Manager who is adaptable and entrepreneurial, able to learn and adhere to established best practices and tools while innovating and recommending new institutional opportunities for growth. In addition to ensuring effective operations for the US team, the Program Manager will assist with budget management, fundraising, communications, and event-planning as needed. This position may require significant travel (up to 10 business days or two weeks a month).

**Libraries Without Borders’ Programs: An Overview**

Beginning in New York and Detroit, the Wash & Learn Initiative (WALI) now encompasses numerous states and has transformed the lives of thousands of families by turning laundromats into avenues for lifelong learning, where families can engage in curated in-person programs and technology tailored to their interests and needs.

The **Legal Literacy Initiative** re-imagines how low-income families access legal information by partnering with legal service providers and law libraries to bring resources directly into communities.

In the wake of Hurricane Maria in August 2017, Libraries Without Borders launched the **IdeasBox** in Puerto Rico to create pop-up learning spaces across the island, transforming abandoned schools and public spaces into centers for education, resiliency, and entrepreneurship.

**Essential Duties**

**Operations (70 percent)**

- Manage day-to-day operations of Program Coordinators across all 10 states and districts.
- Coordinate across local programs to ensure staff and partners are trained and supported, building on the best-practices from one another.
- Develop and maintain partnerships with public libraries, local and national non-profit organizations, private foundations, public agencies, and corporations.
- Identify strategic opportunities for program growth and sustainability.
- Oversee and manage strategic and administrative functions of operations, including but not limited to:
  - Processing HR for Program Coordinators
  - Troubleshooting programmatic issues with libraries, non-profit partners, private foundations, corporations, and public agencies
  - Provide support, as needed, for all fundraising activity including cultivation, solicitation, donor events, stewardship, and campaign fundraising
- Monitor data/progress and recommend new benchmarks or metrics for success.
- Act as primary liaison between Program Coordinators and the Deputy Director/Executive Director
- Prioritize and communicate status updates and issues with internal and external stakeholders across all levels

**Communications (20 percent)**

- Organize programmatic and donor events
- Develop and execute media strategy that highlights the accomplishments of local programming
- Coordinate monthly program update to Boards and listserv

**Administrative Support (10 percent)**

- Assist Program Coordinators in managing day-to-day budgeting and provide monthly reports on budget strategy to Deputy Director
- Support Deputy Director and Executive Director in administrative functions, e.g. scheduling.

**Required Qualifications**

- A Bachelor’s Degree in related field
- 3+ years in the non-profit/government sector or related grassroots experience/interest, preferably in a management position.
- Demonstrated commitment to Libraries Without Borders’ mission, vision, and values
- Demonstrated track record of devising and implementing successful operations/programs that demonstrate sustainability, innovation, and collaboration.
- Strategic, service-oriented approach and keen nonprofit acumen
- Excellent written and verbal communication skills
- Ability to thrive in a fast-paced, dynamic, results-oriented culture
- Exceptional communication and relationship-management experience
● Proven ability to effectively manage multiple projects, set and adjust priorities, remain on time and within budget — with limited supervision
● Strong analytical skills & ability to apply these skills quickly in the appropriate situations
● Ability & willingness to jump into the details when necessary to resolve issues
● Focused on innovation and continuous improvement
● Ability to prioritize and communicate across all levels - internal and external
● Self-directed and self-motivated individual with creative problem solving skills and the ability to work collaboratively and independently
● Ability to work under pressure while maintaining composure and a sense of humor
● Commitment to diversity and inclusion

Preferred Qualifications

● A Master’s in Library Science or 3+ years in library services
● Fluency in Spanish

Libraries Without Borders is an Equal Opportunity Employer

Interested candidates should both contact kat@librarieswithoutborders.us and adam@librarieswithoutborders.us with a resume and brief cover letter