

# Program Operations Lead

## *Job Description*

---

As the **Programs Operations Lead**, you are responsible for overseeing program and event logistics, communicating with and supporting participants, and innovating process improvements to ensure a seamless experience for participants in all programs offered by the Leadership Development (LD) and Training & Consulting (T&C) teams. Under the supervision of the Chief Leadership & Talent Development Officer, the Program Operations Lead will proactively implement processes, systems and best practices to support the delivery of high-quality leadership development and strengths-based trainings for participants across sectors, industries, and generations.

## **A week in the life of the Program Operations Lead could include:**

### **Program & Event Administration**

- Lead logistics planning for all LD session days, including organizing site visits throughout the state, optional learning opportunities, catering, setup/breakdown, and materials preparation
- As needed, support logistics for T&C strengths-based trainings, including materials preparation and setup/breakdown
- Lead logistics for events and learning opportunities (e.g., Applicant Open Houses, Enhancements, Strengths Meetups) and attend events as needed
- Organize supplies and resources to support session days, trainings, and events
- Provide support for facilities/meals budget management and other financial administrative needs (e.g., invoicing, tracking payment, follow-up)

### **Stakeholder Communication**

- Assist program applicants, class members and/or training participants with questions, ensuring a welcoming and high-quality learning experience
- Actively seek ways to ensure that all participants feel that they belong
- Coordinate with partners and conduct outreach in organizing and running committee meetings, partnership forums, and other outreach

### **Technology Administration & Process Innovation**

- Maintain and update databases – including Salesforce and Google Drive – to ensure up-to-date program data (e.g., attendance records, potential applicants)
- Prepare surveys for session days, trainings, and/or events in Form Assembly, tracking analytics to evaluate and optimize engagement
- Prepare research and interpret reports as needed

- Propose and implement changes to processes, including lead identification and tracking, recruitment, program application procedures, class member/client communication, and other areas, with an eye to creating a better experience for our audiences, as well as increased efficiency for both teams

### **Collaborative Teamwork & Communication**

- Act as a supportive resource for the LD and T&C teams, as well as broader organizational initiatives
- Ensure you are following best practices in utilizing Salesforce and other cross-organizational resources, such as shared calendars
- Contribute to a diverse, equitable, and inclusive workplace and collaborative learning environment
- Support the broader organizational team with other duties as assigned

### **This job could be for you if:**

- You are **mission-focused** – you are execution-oriented and have a track record of achieving and surpassing goals
- You are **highly organized and adept at managing multiple priorities** –ensuring smooth logistics and clear communication, while setting priorities, managing your time to meet deadlines, and monitoring progress so that no detail is overlooked.
- You **expertly juggle strategic and tactical initiatives**– you see how the pieces fit together and can prioritize tasks to implement plans successfully to completion
- You are **self-directed** – you take initiative and positively influence others to achieve results in the best interest of the organization
- You are **human-centered** – you anticipate, understand and respond to the needs of others to meet (and exceed) their expectations
- You **communicate effectively** – you tailor your message to diverse audiences across various channels to engage stakeholders and inspire them to action
- You **foster teamwork** – you enjoy working alongside staff, partners, consultants and volunteers to set goals and find creative/innovative solutions that strive towards excellence
- You are **technologically savvy** – you easily learn new systems and have an eye for continually improving stakeholder journeys
- You are **flexible** – you are able to attend events, which may take place outside of the typical 9-5 workday
- You have **reliable transportation** and can lift up to 30 pounds

### **Preferred Qualifications:**

- 3-4 years of experience in project or program administration
- Event management or hospitality experience

- Comfort and experience working with different technology platforms to manage programs and track progress
- Experience building and stewarding relationships with diverse stakeholders, including vendors
- Personal history/connection with Leadership Rhode Island
- Experience using Zoom, Salesforce, Classy, WordPress and/or Form Assembly or ability to easily adapt to and learn new technology

## Why join us?

Leadership Rhode Island's mission is to engage and connect people through shared experiences that positively transform individuals, organizations, and communities. We envision a Rhode Island that is flourishing — economically, civically, culturally — built on a foundation of ever-improving human capital whose strengths and potential we spend each day revealing and igniting. And, we see the lessons of this lively leadership experiment being shared and amplified around the country and the world to nurture the kind of fully-engaged societies that create lasting, positive change.

Our momentum is the strongest it's ever been. Since 1981, LRI has inspired emerging and established leaders to create change in their communities and measured results through cohort-based programming and individual enrichment programs/events. Today, the LRI alumni community includes over 3,200 intergenerational, cross-sector leaders from diverse backgrounds, positions and interests who connect for social interaction, dialogue and creative problem-solving. In the past ten years, LRI has evolved and grown by collaborating with and mobilizing local citizenry in new transformational ways. In 2025, our 45th anniversary, we were excited to celebrate four plus decades of leadership legacy.

Our staff is passionate about individual empowerment and nurturing transformational relationships for the betterment of our communities and our economy. We live a strengths-based culture, one that energetically embraces and leverages our individual and collective talents to achieve our vision. We're known for our quality, agility, thoughtfulness, and mission adherence. We transform lives. If you are ambitious about goals, but like to have fun collaborating as a strengths-based team to reach them, you'll be in good company.

## Want to apply but not sure if you'd be the right fit?

If we sound like the right place for you, we want to hear from you. There is no 'perfect' candidate. Everyone brings something different to the team, and our diversity of backgrounds, cultures, experiences, abilities, perspectives, and identities makes LRI an amazing place to work. LRI is an equal opportunity employer and is committed to diversity, equity, inclusion and belonging. We welcome a diverse pool of candidates.

## **Salary & Benefits:**

\$50,000 - \$60,000 (commensurate with experience) with individual benefits (Health, Dental, IRA, annual wellness/professional development fund, onsite fitness center)

**To apply, email [office@leadershipri.org](mailto:office@leadershipri.org) with the subject Program Operations Lead and attach a cover letter and resume.**