



**Title of Position:** Manager, Program Operations

**Department:** Operations Team

**Reports To:** Chief Finance and Operating Officer

**Classification:** Full-time, Exempt

**Location:** Hybrid; based in Los Angeles, with travel to program sites as needed

## Position Summary

Coro California (Coro) is a nonpartisan, nonprofit organization focused on cultivating the next generation of diverse leaders through hands-on, collaborative, cross-sectoral learning. With programs for youth, recent college graduates, established professionals, and executives, Coro develops leaders at all stages of their lives and careers. Graduates leave Coro with a deeper understanding of how their communities and organizations work, the leadership skills to contribute to its success, and a network of engaged alumni to help them reach their goals. Coro California formed through the merger of Coro Southern California (established in 1957) and Coro Northern California (established in 1942), uniting the two legacy organizations into a single statewide entity to amplify impact and grow opportunities for leaders across the region.

The Manager, Program Operations is responsible for coordinating and managing the logistics, operations, and data systems that support the successful delivery of Coro California's leadership development programs. This position ensures programs run efficiently, participants experience seamless engagement, and facilitators and program directors have the operational support needed to deliver high-quality learning experiences. The Manager, Program Operations is expected to ensure alignment, consistency, and operational excellence across Coro California's statewide programs.

As Coro California evolves, this role may assume additional duties and responsibilities appropriate to the position and consistent with organizational needs and applicable law.

## Your Impact

### Key Roles and Responsibilities

#### Program Management

- Coordinate and manage operations for a portfolio of Coro programs, including but not limited to facility bookings, catering orders, cohort communications, and vendor

coordination.

- Support in-person meetings and events (setup, clean-up, and materials distribution).
- Support virtual meetings and events (screen-sharing, breakout room coordination, and virtual materials distribution).
- Assist program facilitators with cohort onboarding, pre-program communications, material preparation, and post-program evaluation.
- Organize and maintain program files and ensure timely documentation.
- Plan and execute graduation ceremonies and receptions for assigned programs.
- Track program expenses and invoices session by session; update costs in budget sheets and ensure expenditures align with approved budgets.
- Order and track program supplies in collaboration with the operations team.

### **Program Data Management & Evaluation**

- Maintain accurate participant and program records in Salesforce.
- Support program staff with data collection, analysis, and impact reporting.
- Support special projects related to program evaluation or innovation.

### **External Relations**

- Serve as a liaison with program partners and vendors.
- Support the cultivation of relationships with participants, alumni, and stakeholders to strengthen the Coro network.

### **Other**

- Take on additional projects and responsibilities as regional and organizational needs evolve.

### **Key Competencies**

- **Project and Event Management:** Demonstrated ability to plan, organize, and execute multiple programs and events simultaneously with strong attention to detail.
- **Operational Excellence:** Strong systems orientation with a focus on consistency, accuracy, and quality control.
- **Regional Stewardship:** Ability to serve as the in-region operational anchor for the Bay Area, balancing local needs with statewide consistency.
- **Collaboration and Communication:** Excellent interpersonal and written communication skills; ability to coordinate with diverse teams and stakeholders.
- **Problem Solving and Adaptability:** Ability to remain flexible and resourceful in a fast-paced, evolving environment.
- **Inclusive & Values-Aligned Practices:** Demonstrated commitment to inclusive, values-driven practices that reflect Coro's mission and culture.
- **Data and Systems Literacy:** Proficiency in Salesforce, Google Workspace, and other project management or CRM systems.

## Success Measures

Performance in this role will be evaluated based on:

- Timely, accurate, and high-quality execution of program logistics and event coordination.
- Positive participant feedback and facilitator satisfaction with operational support (measured through post-program reviews and internal feedback)..
- Data accuracy and completeness within Salesforce and shared tracking systems.
- Effective collaboration with program, operations, and finance teams.
- Contribution to improved efficiency in program processes (measured through post-program reviews and internal feedback).
- Adherence to budget tracking and reporting timelines.
- Consistent demonstration of Coro's values, professionalism, and responsiveness in all stakeholder interactions.

## Position Logistics

This is a full-time role based in Los Angeles, CA. The salary range for this role is \$70,000-\$80,000 annually, depending on experience. Coro benefits include medical, dental, 401k match, and a generous PTO policy. This position is classified as exempt.

Coro has a hybrid work policy with employees expected to work in-person from their regional office every Wednesday and on-site as needed for program, organizational, and event-related activities. Regular travel within the region and occasional statewide travel may be required to support in-person programming and events.

Coro is an Equal Opportunity Employer. We provide equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability, genetic information, or any other status protected by federal, state, or local law. We prohibit discrimination and harassment of any kind and are committed to providing reasonable accommodations for individuals with disabilities or sincerely held religious beliefs, observances, and practices. If you need assistance or accommodation due to a disability or religious practice, please contact us at [kfoe@coroca.org](mailto:kfoe@coroca.org).

We are committed to building a team that reflects the diversity of experiences, perspectives, and communities across our region.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.

## Ready to take the next step?

To apply, please complete the application linked below. You must sign into the application form using a valid Google account. If you do not have a Google account, you can sign up for a free one online. Only applications submitted through the application form will be considered.

[Link to Application](#)

If you are moved forward after submitting an application, our process will involve a multi-step interview process. Applications will be reviewed as received.