



PROGRAM MANAGER

Current 09/01/25

Position Title: Program Manager
Reports To: General Manager
Start Date: By January 1, 2026
Location: Work from home with a little travel required (travel approx 10-15 days per year)
Position Type: Part-Time

GENERAL SUMMARY

ECCHO Live is a non-profit organization providing many wellness and educational programs to peers in the live event field. This position provides day-to-day management of the suite of programs that ECCHO Live develops. This role will work with the General Manager and Executive Director to evaluate, refine, and renovate operating procedures for these programs. This role will create and implement policies and procedures across the programs, as well as maintain management of allocations as set forth in the annual budget.

RESPONSIBILITIES

- Management of ECCHO Live flagship programs, which currently include All Access and All Access on Site, and any sub-programs within these.
- Demonstrate consistent and proactive communication with the Board and Executive Director.
- Overall management of program processes while monitoring the health of each program.
- Track data and publish notes regarding programs and program events, (monthly/quarterly reporting).
- Consistently driven efforts to develop and sustain program resources through self-motivation.
- Create and maintain a schedule of program events, publishing in a shared location (such as Google Calendar and Dropbox) for staff and board access.
- Budget planning for the current calendar year as well as budget projections for the following year.
- Work with the Executive Director to ensure insurance requirements are being met, communicating policy additions as necessary.
- Program Management. Duties include, but not limited to:
 - Reviewing and updating intake forms, assigning case numbers, connecting clients with appropriate resources.
 - Source and secure local resources, such as clinicians and therapists, for each event.

- Coordinates and books travel for any hired counselors/therapist/staff working On-Site events.
- Creation and management of schedules/calendars for each unique event.
- Management of reservation system as needed per event, currently performed through Calendly as well as development of QR codes for ease of scheduling access.
- Advance on-site needs for each event (i.e. catering, parking, office space, etc.).
- Provide insight and lending opinions to ECCHO Live staff and Board of Directors during program development phases.
- Work with the General Manager during peak season to ensure smooth operations, coordinate logistics, and address any support needs.
- Represent ECCHO Live through speaking engagements requested by local agencies, sharing program impact and mission.
- Participate in local ECCHO Live events, including Day Off gatherings, Network Night, and other community programming.

QUALIFICATIONS

- 4+ year's experience in a coordination or management role.
- Proficient in MS Office products (O365, Word, Excel, and Outlook).
- Strong verbal and written communication skills.
- Exceptional attention to detail.
- Motivated self-starter who thrives in a deadline-driven environment and has exceptional follow through skills.
- Ability to source and manage staff.
- Ability to be punctual and meet deadlines.
- Ability to prioritize and multi-task in a fast-paced environment.
- Ability to handle stress and pressure.
- Capable of working positively with staff within the organization as well as industry associates.
- Capable of maintaining confidentiality and familiar with HIPAA regulations.
- Confident and comfortable speaking in a variety of settings, including one-on-one conversations, team meetings, public interactions at events and public speaking.
- Solid computer/database and organizational skills.
- Familiar with and experienced in various social media platforms.
- Ability to travel.