Redeemer City to City (CTC) is a non-profit organization that prayerfully recruits, trains, coaches and resources leaders who cultivate gospel movements in global cities primarily through church planting. CTC is based in New York City and works with affiliate and Hub City leaders throughout the world." All of this is done to help bring the gospel of Jesus Christ to cities. CTC New York City aims to support and catalyze church planters and leaders with the tools and resources they need to develop healthy churches through various training programs.

Redeemer City to City is a global organization that serves a diverse community. Men, women, and members of all ethnic groups are encouraged to apply.

JOB DESCRIPTION

Job Title: Program Manager, City Ministry Program
Reports to: Director, City Ministry Program
Completion Date: May 9, 2022

Exempt/Non-Exempt: Non-Exempt
Full or Part-time: Full-time
Team: NYC
Location: New York, NY

Short Description:

Optimize student experience in the City Ministry Program (CMP) to equip the next generation of pastors, parachurch ministers, and lay leaders to serve the gospel movement in NYC. The Program Manager spearheads efforts to recruit, assess, and matriculate participants in keeping with their calling and their goals for ministry. Building strong relationships with present and future students is critical; in the short run it will ensure both student success and a clear feedback loop by which to strengthen the program, and in the long run it will foster citywide networking and partnerships through which gospel ministry will flourish.

Principal Duties and Responsibilities	
Student Recruitment ● Ideate ways to spread the word about CMP to potential participants across metro NYC ● Communicate clearly, regularly, and energetically with past, present, and potential students re program offerings ● Coordinate with external marketing agency to create design assets and promote program registration and events ● Plan Open Houses and other events to introduce people to the program ● Work with the Director of Recruiting and the Manager of Communications and Marketing on all of the above ● Use Salesforce to build and oversee the system of recruitment, screening, and acceptance of students ● Manage Inquiry Forms and Applications ● With the CMP Director, review applications and interview applicants to determine whether CMP is a good fit for them ● Onboard new students ● Administer program fees, send invoices, and communicate scholarship awards ● Manage administration, promotion, registration, and general operations for all CMP intensives and other large-group events ● Encourage current students to enroll for other courses or other CTC NYC programs in keeping with their calling	
Canvas Architecture ● Work with the Program Consultant to acquire teaching plans from faculty for integration into Canvas ● Build the framework for all student course work in Canvas ● Manage the Content Coordinator in their maintenance of Canvas during the year	

Student Success
- Maintain and develop core competencies for each training module to reflect our training goals
- With the CMP Director, track student progress related to core competencies to identify strengths, weaknesses, and new opportunities in our training
- Review and assess student feedback through session evaluations, share information with teammates as necessary, and make recommendations for program revisions
- Manage the sermon labs during the spring term in the Preaching course
- Meet up with students periodically to build strong relationships, inquire about their experience, and respond to their concerns
- Create end-of-module analyses of student success based on session evaluations and core competency self-evaluations
- As possible, continue relationships with past CMP students for their edification and for our analysis of training effectiveness
- Work with the Coordinator of Information Systems on all of the above

Student Matriculation
- Manage Course Graders to ensure they are keeping up with student submissions and to encourage their mentoring relationships with CMP participants
- With Course Graders, communicate with students at the end of term who need to turn in work or face an Incomplete
- Track course completion in Salesforce
- Assist those who nearing certificate completion to identify what they need to finish successfully
- Identify certificate recipients
- With the CMP Director, plan the year-end Certificate Celebration

Liaison for Events and Marketing
- Work with the Manager of Communications and Marketing on all recruiting efforts and public offerings
- Work with the Events Coordinator to plan and to execute professionally Open Houses, intensives, workshops, celebrations, and other opportunities for fellowship, training, and/or hospitality

NYC Team
- Keep NYC team members up-to-date with relevant program information
- Participate in weekly team prayer meetings
- Participate in monthly NYC team meetings
- Participate in monthly CTC all-staff meetings
- Participate in other team activities as arise

REPORTING RELATIONSHIPS: Job Titles of Direct Reports
Content Coordinator, City Ministry Program
Course Graders (contractors)

COMPETENCIES REQUIRED		
Unique for this job	**Unique for this job**	**For managers of people**
Emotional Intelligence	Detail Oriented	Vision Driven
Cultural Intelligence	Strategic Mindset	Drive for Results
Interpersonal Savvy	Problem Solving	Ensures Accountability
Learning Agility	Tech Savvy	Builds Networks
Time Management	Effective Communication	Project Management
MINIMUM QUALIFICATIONS:		

Education/Experience:
- Bachelor's degree required, graduate degree preferred
- At least five years of vocational ministry or non-profit leadership, preferably in NYC
- Proven experience as a program manager or relevant position in a program management or program development department

- Experience in education or adult learning (especially non-traditional or innovative programs) a plus
- Ability to interact effectively with students, teachers, and fellow CTC staff in a team environment

Technical/Software Knowledge:
- Proficiency with G Suite apps, Microsoft Office, and Mac-based applications
- Salesforce
- Canvas

Mission Alignment/Policies:
- Belief in the inerrancy of the Holy Bible
- Sold out on the mission to bring the Gospel of Jesus Christ to cities
- Alignment with RCTC values
- Adherence to RCTC Employee Policies
- Compliance with RCTC Policies regarding Intellectual Property

Physical Requirements List Here:	n/a
Valid Driver's License Required?	No
Travel:	Not required

Satisfactory background check required for all positions.

Completed by:					
Name:	Matthew Hoskinson	Position:	Director, CMP	Date:	May 5, 2022
Submitted to HR by:					
Name:		Position:		Date:	