

## **JOB DESCRIPTION**

POSITION: Program Operations Manager  
REPORTS TO: Chief of Programs  
CLASSIFICATION: Exempt | Full-time  
LOCATION: Long Beach | Hybrid  
UPDATED: May 2025

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## **POSITION SUMMARY**

The Program Operations Manager reports to the Chief of Programs and oversees the operational efficiency across all program pillars: conservation, education, and recreation. The Program Operations Manager will focus on systems creation and adoption that will increase efficiency and collaboration across all programs, supporting program leaders to hit critical milestones. The Program Operations Manager will maintain the organization's real-time programs impact dashboard, ensure adherence to grant cycles and milestones, improve internal systems and processes, schedule critical planning meetings and after-action reviews, maintain program OKR schedules, and ensure coherent and organized file-sharing and communication systems are in place.

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## **LOCATION**

Hybrid role, with on-site work in our Long Beach, CA office 1-2 days per week and remote work throughout the rest of the week. Frequent ferry travel to and from Catalina Island, with occasional multi-day trips on Island as needed.

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## **KEY RESPONSIBILITIES**

- Create and maintain schedule for programmatic OKR creation and reviews cycles; organize OKR meetings and agenda
- Create and maintain a programs impact dashboard, ensuring monthly updates from all departments, clearly highlighting monthly, quarterly, and annual change in KPIs
- Create a dashboard and internal execution workplan for all program grants, maintaining key dates for reporting and implementation, and organizing internal meetings around fulfillment of grants and impact
- Improve internal systems for file sharing, creating uniformity between shared programmatic folders to increase cross-functional efficiency
- Working closely with program leaders, create and maintain a master internal programs calendar and work plan

- Assist in administrative operations for program leadership, including calendar scheduling, room and vehicle reservations, and ferry bookings
  - Assist in fielding external requests for programmatic information and the creation of documents and presentations for a myriad of external audiences
  - Create internal system for program requests; fielding requests from other divisions and working with program teams to fulfill needs across the organization
  - Carry out trainings on new tooling, processes, and systems to better streamline work across programs
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## **QUALIFICATIONS**

### **Skills & Abilities**

- Exceptional organization skills, with experience creating and improving upon internal operations, processes, and systems
- Excellent written and verbal communication skills, with the ability to draft professional, high-level correspondence
- Strong organizational and time-management skills, with strong attention to detail and follow-through
- Interpersonal skills and high emotional intelligence, with the ability to cultivate collaborative relationships
- Proactive, problem-solving mindset, utilizing technology platforms and suggesting processes continually improve our operations and solve bottlenecks
- Proven ability to handle confidential information with discretion and professionalism
- Independent and adaptable, able to manage multiple priorities with minimal supervision
- Proficiency in project management tools (Monday.com), Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, and Teams), Zoom, etc.

### **Education & Experience**

- Bachelor's degree in a related field
  - At least 3 years of experience (preferably 5+ years) in a related operations role, preferably supporting senior leadership
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## **COMPENSATION & BENEFITS**

ESTIMATED STARTING SALARY RANGE:

\$80,000-90,000 annually, based on skills and experience.

We're proud to support the health and wellbeing of the people we employ. We offer a competitive, comprehensive benefits package that includes healthcare coverage, flexible spending accounts, 403(b) plan with a 3% employer contribution and a 5% match — fully vested

after 2 years, accrued paid time off, life insurance, disability coverage, an employee assistance program, professional development, and other benefits that support work-life balance.

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## **EQUAL OPPORTUNITY COMMITMENT**

Catalina Island Conservancy is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, ancestry, disability status, genetics, marital status, medical condition, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

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## **HOW TO APPLY**

Please send a resume and cover letter to [jobs@catalinaconservancy.org](mailto:jobs@catalinaconservancy.org), listing the job title in the subject line.

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## **OUR STORY**

**The mission of the Catalina Island Conservancy is to be an exemplary steward of Island resources through a balance of conservation, education, and recreation.**

The Conservancy's vision is for a beautifully functioning Island ecosystem for all to enjoy.

Just off the densely populated Southern California coast, Catalina Island is home to approximately 4,000 year-round residents and more than 60 endemic species of plants and animals found nowhere else on Earth.

The Catalina Island Conservancy protects 88 percent of Catalina Island's approximately 48,000 acres, including the region's longest publicly accessible undeveloped coastline.

The Conservancy is a research and conservation leader, protecting and restoring vulnerable habitats and species in its Mediterranean climate. Conservancy staff guides Island ecosystem recovery with the goal of generating a resilient, self-sustaining ecosystem with no endangered forms of life.

The Conservancy offers recreational experiences and educational programs for not only the 300,000 annual visitors who choose to visit the unique and special Conservancy "Wildlands Ecosystems" but also inspires the nearly 1.2 million visitors to other parts of the Island.

Recreation, educational engagement, service opportunities, and partnerships connect the Island's unique resources to people's lives, inspiring environmental stewardship and action.

The Catalina Island Conservancy is a 501(c)(3) non-profit public charity established in 1972 to protect and restore Catalina Island for future generations to experience and enjoy.