



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

KENTUCKY YMCA YOUTH ASSOCIATION

Job Title: Program Director (Community Engagement & Logistics) Reports to: Senior Program Director

FLSA Status: Exempt

Revision Date: May 2026

ORGANIZATION DESCRIPTION:

The Kentucky YMCA Youth Association develops engaged citizens and servant leaders inspired to affect change in their school, community, Commonwealth, nation and world. Through experiential learning, service and community activism, the Kentucky YMCA Youth Association fosters critical thinking, leadership, and social responsibility in teens. Students in our programs build communication skills and confidence while developing a network of meaningful relationships with diverse students from around the Commonwealth.

The Kentucky YMCA Youth Association is an antiracist, multicultural organization. We enthusiastically welcome persons of every ability, age, background, ethnicity, faith/religion, gender expression/gender identity, income, nationality, race, sex, or sexual orientation. The Kentucky YMCA Youth Association believes that in a beautifully diverse world, we are stronger when we are inclusive and when everyone has an equitable opportunity to learn, grow, and thrive.

We are an established, professional, and fun non-profit that empowers KY teens, our alumni, and our staff. Our team consists of hardworking and passionate professionals who excel in their careers. Each day, we strive to create a positive staff culture that allows all employees to share their ideas, have fun, collaborate with others, work both individually and as part of a team, plan their own schedules, and be creative. Each day we get to work towards changing the lives of teens in KY for the better. Our mission drives our decisions and the impact of seeing a young person believe in themselves and succeed in hard things makes our hard work extremely rewarding.

POSITION SUMMARY:

The Program Director of Community Engagement and Logistics serves as a key operational and engagement leader for Kentucky YMCA programs statewide. This position oversees the systems, logistics, and relationship management that support successful program implementation across multiple conferences, trainings, and initiatives. The role is responsible for managing complex registration and participant data processes, coordinating cross-program logistics, and ensuring operational efficiency that allows programs to effectively serve students, volunteers, alumni, and partner schools.

In addition to managing registration operations and program logistics, this position directs the organization's statewide alumni and volunteer engagement strategy. The Program Director recruits, trains, supports, and retains volunteers and alumni leaders while strengthening long-term community relationships that sustain and expand program impact. This role requires

strong relationship management, professional communication, and the ability to lead diverse stakeholder groups with a high level of professionalism and accountability.

This position also supervises and develops youth programs including event planning, communications, and event implementation. The Program Director works collaboratively across departments to support statewide programming needs and serves onsite at programs and events to oversee staff, volunteers, logistics, and operational execution for programs including Youth in Government, Model United Nations, Go For It (GFI), LTC, Y-Corps, and Y-USA affiliated initiatives.

The ideal candidate brings strong organizational leadership, operational management experience, and the ability to balance detailed administrative work with relationship-centered community engagement in a fast-paced, mission-driven environment.

ESSENTIAL FUNCTIONS:

1. Process and manage conference-specific registration data, delegation information, and program records to support accurate and efficient implementation of Kentucky YMCA conferences and statewide events. Collaboration with other Program Directors, the CRM Manager, and the Data Administrator is necessary.
2. Ensure accuracy, organization, and timely completion of registration materials, participant communications, reports, and program documentation, in partnership with other Program Directors, CRM Manager, and Data Admin.
3. Coordinate logistics and operational support for statewide programs, including conference preparation, materials management, scheduling, rooming coordination, volunteer coordination, and onsite implementation.
4. Research, evaluate, and maintain relationships with vendors, suppliers, and service providers to support program and conference operations.
5. Develop pricing comparisons and cost-saving strategies for program materials, supplies, apparel, printing, transportation, lodging, meals, and other operational program needs while maintaining quality and efficiency.
6. Coordinate purchasing, ordering, printing, inventory tracking, and delivery timelines for program materials and event needs.
7. Direct and manage the organization's alumni engagement efforts, including relationship building, event creation and planning, outreach strategies, communications, recruitment, mission building, and retention initiatives.
8. Lead the recruitment, training, placement, and support of volunteers across multiple program areas and statewide events.
9. Build and maintain strong relationships with alumni, volunteers, advisors, schools, community partners, and program stakeholders.

10. Develop and implement customer service strategies.
11. Lead teen programs through event planning, communications, trainings, and conference implementation responsibilities.
12. Collaborate with program directors and organizational leadership to support strategic program goals, operational improvements, and participant engagement initiatives.
13. Collaborate with other program directors onsite to oversee logistics, supervising volunteers and staff, resolving issues, handling customer service, and ensuring smooth program execution.
14. Lead operational coordination and implementation support for programs including Youth in Government, Model United Nations, Go For It (GFI), Y-Corps, and other Kentucky YMCA and Y-USA affiliated initiatives.
15. Maintain compliance with organizational policies, risk management procedures, child safety policies, and participant safety expectations during all program operations and events.
16. Identify operational challenges and proactively develop solutions to improve efficiency, participant experience, and program effectiveness.
17. This position requires regular travel to Kentucky YMCA offices (Frankfort and Louisville), conference facility locations, and other venues throughout the state of Kentucky. Reliable transportation is necessary.
18. Ability to stay organized with receipts and expenses,

QUALIFICATIONS:

1. The KY YMCA is an anti-racist, multicultural organization committed to a diverse workplace and is seeking a diverse pool of qualified candidates.
2. Must be 21 years or older.
3. Two or more years of professional experience in another nonprofit is preferred.
4. Two or more years of experience in program development and management.
5. Direct experience in project management.
6. Two or more years of experience with team directorship and management.
7. Two or more years of experience with volunteer and alumni management experience.
8. Professional presentation experience.
9. Experience working independently on projects and with a team.
10. Proficient use of Microsoft Office, particularly Word and Excel.
11. Experience with mail merge.
12. Experience working in a customer relationship management (CRM) system.
13. Organizational, detail-oriented, and independent time-management skills are necessary for this position.
14. Must be able to schedule work proactively and independently, while also being able to work with teams.

15. Works as part of a team and demonstrates a high degree of self-initiative and commitment to expand skills and expertise through a variety of methods, including self-study, working/mentoring with colleagues, and both internal and external training.
16. Ability to change priorities as the project expands or the project needs change.
17. Must be able to assist in moving 35 pounds, have good mobility, and maintain a high level of energy over an extended period of time.
18. Ability to be away from home up to 15% of the year, or an estimate of 50-60 days, including extended periods of overnight stays.
19. Must have reliable transportation.
20. Ability to communicate clearly to large groups, over the phone, and via email.
21. Ability to relate effectively to diverse groups of people from all social and economic segments of the community, track record of building authentic, constructive relationships with others
22. Understanding that you may stay overnight in a hotel for a potential of 14 days in November and December, and 12 days in March.
23. Understanding of the nature and purpose of the YMCA and the respective roles of volunteers and staff.

BENEFITS:

1. **Salary minimum:** \$43,888 annually
2. Fully paid health, vision, and dental insurance for employees and dependents.
3. Fully paid life insurance for the employee.
4. Company contribution of 8% to the Y-USA retirement fund after two year vesting.
5. Immediate access to a 403b investment fund.
6. Opportunities for professional development through Y-USA and other related training programs.
7. Competitive paid time off (PTO) and holiday policies.
8. A flexible, results-oriented work environment with many remote work options.
9. Collaborative and supportive staff culture focused on professional growth, high-impact programs, and celebrating successes.
10. Mileage reimbursement at the state rate (for travel exceeding the personnel policy limits, excluding commute to Frankfort office).
11. KY YMCA-provided laptop for work use.
12. Monthly cell phone stipend.
13. Additional benefits are offered through payroll providers.

YMCA COMPETENCIES (Team Leader):

Mission Advancement: Models and teaches the Y's values to others. Cultivates trust in others through direct and honest interactions. Keeps confidence and earns the trust of others. Interacts in a candid and straightforward manner. Captures and analyzes program data to guide improvements. Ensures a level of service, satisfaction, and loyalty from participants that differentiate the KY YMCA programs from other programs. Ensures that volunteers are provided with meaningful and fulfilling work. Engages volunteers in a way that builds commitment and loyalty to the work of the Y. Seeks out and listens to volunteers to understand what motivates them to serve.

Collaboration: Actively leads YMCA inclusion and diversity activities, strategies, and initiatives. Appropriately addresses and corrects behaviors and practices that don't support inclusion.

Encourages everyone to work well with each other, regardless of dimensions of diversity (i.e., gender and race). Actively looks for and incorporates different points of view when making decisions. Builds effective teams and committees by fostering common vision and plans. Assesses team dynamics and takes appropriate actions to engage team members in the task at hand. Facilitates effective meetings. Manages conflict constructively so that disagreements lead to useful and productive discussions. Cooperates with others knowing when to follow and when to lead. Plans for and adapts influence strategies to best fit the audience. Exercises the discipline of listening empathetically and asking questions for information and understanding when negotiating and dealing with conflict. Articulates positions well in oral and written forms. Communicates needs and goals effectively to team members and individuals. Ensures that regular, consistent communication takes place within area of responsibility. Tells stories of the Y's cause and impact in the community. Delegates responsibility and coaches others to develop their full capabilities. Is capable of delivering positive and constructive feedback to motivate, encourage, and support others in their development. Provides staff with the time, tools, and resources necessary to meet or exceed job requirements.

Operational Effectiveness: Thinks several steps ahead to anticipate likely outcomes and decide on the best course of action. Identifies patterns of information and makes sense of seemingly disparate data. Is able to analyze, comprehend, and articulate the operational goals and strategies developed by others. Develops solutions to problems, balancing the risks and implications across multiple projects. Maintains focused attention, resists distraction, and concentrates for as long as it takes to achieve a goal.

Teaches others to observe people and situations to discover ideas and suggestions for improvement. Incorporates creative thinking and discussion techniques into meetings and discussions, including brainstorming, mind mapping, sticky notes, and whiteboard visuals. Builds perspective on an idea by engaging others to discuss and clarify challenges and solutions. Defines tasks and milestones; delegates to ensure the optimal use of resources to meet those objectives. Assists individuals and teams, as necessary, in setting realistic goals. Challenges inefficient or ineffective work processes and offers constructive alternatives. Organizes time and resources in an effective way. Sets, communicates, and regularly assesses priorities so that projects stay on time and on target to meet the stated goals. Organizes work according to project management principles and processes. Analyzes financial data in order to make comparisons, draw conclusions, and make decisions. Identifies significant business, financial, and operating risks and financial irregularities, and communicates information to management.

Holds staff accountable for high-quality, timely, and cost effective results. Defines clear goals, objectives, and measurements for staff members. Utilizes a process to measure progress against strategic goals and ensure continuous improvement.

Personal Growth: Takes every opportunity to improve personal management and leadership skills. Has a passion for learning that drives the pursuit of new knowledge and the discovery of new ideas. Listens and observes to gain new insight and continually improve performance. Recognizes the need for and acts to build trust and credibility as a foundation for leading change efforts. Manages resistance to change by seeking input from stakeholders, communicating clearly, and showing enthusiasm for the change. Actively supports and remains accessible to others during times of change or stress. Provides resources, removes barriers, and acts as an advocate for those initiating change. Consistently makes critical and timely decisions at difficult times and in challenging situations. Manages emotions appropriately and

avoids becoming defensive if challenged or asserting inappropriate control when under pressure. Approaches others and addresses sensitive issues, inappropriate behavior, or performance concerns in a nonthreatening manner. Makes critical decisions based on sound reasoning and factual information. Has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Uses best practices, guidelines, and industry standards as a framework to improve performance. Demonstrates up-to-date knowledge and skills in the technology associated with the job.