



Changing the Lives of New Yorkers with Disabilities

## Associate Program Manager JOB DESCRIPTION

<b>Guiding Questions and Principles</b>	
Job Title	<ul style="list-style-type: none"> <li>Associate Program Manager</li> </ul>
Organization Overview	<ul style="list-style-type: none"> <li>GallopNYC's vision is to become the premier therapeutic horseback riding center in New York City. GallopNYC uses Therapeutic Horsemanship to expand opportunities and improve lives by creating harmonious bonds between our NYC community of people with disabilities and special needs and horses.</li> </ul>
Role Summary & Purpose	<ul style="list-style-type: none"> <li>Support the Program Manager to ensure quality of services, personal and warm interactions and a positive experience for riders, teachers, staff, volunteers and parents.</li> </ul>
Qualifications and Preferred Experience	<ul style="list-style-type: none"> <li>Health or disability background</li> <li>BA required</li> <li>Experience working with a team</li> <li>Comfortable with computer database systems</li> <li>Excellent customer service skills</li> <li>Spanish language skills preferred</li> <li>Lived experience of disability preferred</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>Support Program Manager in recruiting new riders as needed (including maintaining listings on the internet, partnering with schools, private families, and other organizations)</li> <li>Working in conjunction with Program Manager, maintain seasonal schedules for riders; manage lesson and rider cancellations as needed</li> <li>Monitor attendance of riders. Report concerning patterns to the Program Manager.</li> <li>Under supervision of the Program Manager, provide Quality Assurance on all rider paperwork – attendance, registration and release forms.</li> <li>Under supervision of the Program Manager, manage invoicing riders and process tuition waiver applications as needed.</li> <li>Partner with Program Manager to develop program enhancements and new programs as necessary.</li> </ul>

	<ul style="list-style-type: none"> <li>● Support Program Manager in completing monthly funder reports as needed.</li> <li>● Manage scheduling and minutes of monthly Incident Review Committee, provide follow up support after IRC meetings to ensure action is taken from the outcomes of the meeting.</li> <li>● Monitor daily rider communication (incoming texts and phone calls) as assigned.</li> <li>● Respond to general inquiries about the program as assigned.</li> <li>● Support Program Team with special events as needed.</li> <li>● Support Program Manager with projects that improve efficiency of administrative tasks.</li> <li>● Support in our Therapeutic lessons as needed.</li> </ul>
Leadership Pillars and Competencies	<ul style="list-style-type: none"> <li>● Creates an environment for professional, safe and appropriate behavior at all times</li> <li>● Shows initiative</li> <li>● Comfortable in a fast-paced work environment which requires flexibility.</li> <li>● Committed to helping people and horses through therapeutic horsemanship</li> <li>● Understands GallopNYC's strategic growth plans</li> </ul>
Role Details	<p>Full time, Salaried, Non-Exempt  Hybrid Schedule: remote 2-3 days a week  Hiring Manager: Program Manager  Reports To: Program Manager</p>

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.