



**CMAA** គម្រោងជំនួយ  
CAMBODIAN MUTUAL ASSISTANCE ASSOCIATION OF LOWELL, INC.

**Position: *new* Director of Programs**

**Location: Lowell, MA**

**Organization Overview:** Founded in 1984, The Cambodian Mutual Assistance Association is dedicated to improving the quality of life for Cambodian Americans and other minorities and economically disadvantaged persons in Lowell through educational, cultural, economic, and social programs.

**Position Overview:** Reporting to the Executive Director, the Director of Programs will be responsible for the operational success of CMAA programs ensuring seamless team management and development, program delivery, and quality control and evaluation. In this newly established role, the Director of Programs will lead in managing programs as assigned by the Executive Director.

### **Responsibilities:**

#### **Leadership**

- Cultivating relationships with community partners and funders to ensure resources and access to services.
- Work with Executive Director (ED) and Program Managers/Coordinators to develop and implement strategies to maximize program synergies.

#### **Program Operations & Staff Supervision**

- Manage assigned program and administrative operations, including overseeing program budgets, tracking expenses, responding to changes, and ensuring spending is controlled while meeting program benchmarks and deliverables.
- Oversee the coordination and integration of programs, including health education, financial education, and community events, ensuring the expectations of funders, partners, and constituents are met.
- Reviews and analyzes agency operations to evaluate the agency's performance and identify potential program modifications and improvement areas.
- Assist the ED in developing new funding revenues through grant writing and fundraising events.
- Developing solid partnerships with key community partners.
- Represents CMAA on selected task forces and committees to promote the organization's mission.

- Manage, recruit, supervise and develop staff, including regular coaching and supervision meetings.
- Conduct annual performance evaluations and ensure ongoing staff training and development.
- Build team capability by identifying skills needed in the program and developing staff in alignment with program and organizational strategic priorities
- Directly supervises volunteers on a day-to-day basis
- Work with staff to develop objective performance measurements across programs to ensure consistent, high-quality evaluation and goal setting for all volunteers
- Work with communications staff and program managers/coordinators to promote programs and services to community members.
- Serves in the capacity of the Executive Director when he is unavailable.
- Complete other tasks as assigned

**Qualifications:**

This is an extraordinary opportunity for an individual with team management experience to grow and further develop a proven program. The successful candidate will lead programs, partner with the ED, and work collaboratively with a high-performance team. Specific requirements include:

- Minimum of 4 years of experience with community development, fundraising, and nonprofit management, including supervisory experience.
- Ability to articulate all CMAA programs to different stakeholders
- Excellent verbal and written communication skills.
- Demonstrated success in developing and evaluating programs with a focus on successful innovative programs
- Must be well organized and detail-oriented, with excellence in multitasking to coordinate multiple events, contracts, publications, and reporting schedules.
- Working knowledge of nonprofit resource development, community organizing, and neighborhood planning.
- Personal qualities of integrity, credibility, and a commitment to and passion for CMAA's mission.
- Bachelor's degree is preferred but not required.
- The ability to speak Khmer is highly preferable.

**Classification:** Exempt, Full Time, Permanent

**Compensation:** Salary commensurate with experience

**Starting Date:** Immediate

**To Apply:** Please submit your cover letter and resume to Sothea Chiemruom, Executive Director, at [jobs@cmaalowell.org](mailto:jobs@cmaalowell.org).

CMAA is an equal opportunity employer and considers applicants for all positions regardless of race, color, religion, gender, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.