

**POSITION TITLE:** PROGRAM MANAGER FOUR CORNERS (WINNIPEG)  
**REPORTS TO:** HUMAN RESOURCES & ADMINISTRATION DIRECTOR  
**TERM:** ONE YEAR (with the option to be renewed)

**POSITION SUMMARY:**

Under the direction of the Human Resources & Administration Director, the Program Manager is responsible for the overall management of the Four Corners Alternative Trade program including: achieving programmatic and financial metrics on a consistent basis; supporting the development of short and long-range goals in consideration of changing contexts; managing the program's financial accounting systems and related reporting requirements; providing direction to the Four Corners staff /volunteer team; and nurturing strategic relationships with program stakeholders.

This role requires a highly ethical individual who supports CLWR's mission, vision and values.

**ESSENTIAL SKILLS:**

- BA in Business Administration and/or three year's management experience in small business or retail environment.
- Experience with computerized accounting and point of sale software. Preference will be given to a candidate experienced in ACCPAC.
- Experience managing inventory purchases, volumes and aging.
- Knowledge of and commitment to fair trade principles, and experience within the fair trade or alternative trade industry would be an asset.
- Skilled in adapting to and leveraging changes in work context and requirements
- Working knowledge of Results Based Management system.
- Strategic thinking, networking and planning skills.
- Excellent communication, delegation, follow-up, time-management, and analytical skills
- Possesses strong team leadership and problem-solving skills
- Experience managing multiple projects, and directing activities with various levels and time-constraints attached.
- Proficient with MS Office software, particularly Excel and Outlook
- Ability to travel as necessary within Canada and abroad.
- Understanding and commitment to the work of CLWR in Canada and abroad.

**DUTIES AND RESPONSIBILITIES:**

1. Provide general oversight to the program, including management of Four Corners staff and volunteers, and management of all related program activities, ensuring the achievement of programmatic and financial metrics on a consistent basis.
2. Provide proactive information and planning to the Human Resources & Administration Director regarding any irregularity, lack of compliance, and problems, whether actual or potential, related to the financial or programmatic aspects of the Four Corners program and its operations.
3. Contribute to the development of programmatic and individual goals for Four Corners which support: CLWR's strategic plan and priorities; CLWR's mission and vision; improving the lives of the developing world artisans whose handiwork is promoted through Four Corners; and the changing context within the program.
4. Support the design, and implement a marketing and promotional strategy for the program and products promoted through Four Corners, consulting the CLWR Communications Team for advertising and promotional support.
5. Confer with Human Resources & Administration Director to develop methods and procedures to increase sales, expand markets, and achieve program objectives.
6. Coordinate the management and procurement of inventory items from sources and according to levels consistent with the programmatic objectives of the program, retaining the age of inventory within acceptable guidelines.
7. Oversee the pricing of all merchandise to ensure sustainable profit margins are being achieved, and

- action is taken to correct negative sales trends.
8. Support and promote a positive, mutually beneficial relationship with constituent church groups and individuals, artisans, partners, and service providers, to advance the mission and strategic goals of Four Corners and CLWR.
  9. Drive sales volumes, outstanding customer service, staff development, and promotional activities.
  10. Ensure visibility of the program, its locations and activities through appropriate signage and other available tools, leveraging contact with partners, business contacts, and stakeholders within the program context.
  11. Possess a personal commitment to, and provide leadership to others, in adopting fair trade/alternative trade principles and support to the industry.
  12. Prepare and present for the approval of the Human Resources & Administration Director, (or as required by internal stakeholders), budgets, financial plans, feasibility studies, program reports or other information as may be required.
  13. Cooperate with independent auditors, ensuring all audit issues are resolved and all compliance issues are met, and information is provided in accordance with applicable standards.
  14. Oversee the continuous improvement of the Four Corners program and its operations.
  15. Support the CLWR human resources policies and program with the goal to achieve best practices, and ensure the Four Corners team delivers the highest standard of departmental, cross departmental and cross partner teamwork and customer service, participating in staff meetings and events, and fostering a positive work culture.
  16. Responsible for results-based planning, implementation, monitoring, evaluation and reporting.
  17. Respond to duties as required for the promotion of the spirit and work of Canadian Lutheran World Relief.

**Key Accountabilities:**

- Lead the CLWR Four Corners program and team members in support of the achievement of the CLWR operational plans.
- Participate and contribute as a full member of the CLWR staff team, including fostering a positive work culture.
- In support of the CLWR mission and strategic plan, provide strategic leadership and proactive advice and solutions on constituency, partner and stakeholder relationships, finance, accounting, budgeting, risk management, program reporting and metrics, technology, applications and related matters, and lead and plan related implementations.

Jan. 2010