Programs Manager (Full-Time)

The Indiana Writers Center (IWC), founded in 1979, is a literary arts nonprofit based in Indianapolis, Indiana. The IWC supports Indiana writers of all ages and backgrounds and reaches out to people whose voices are rarely heard. Classes and workshops taught by published writers provide writing education that encourages creative expression and enhances the communication skills necessary for success in school, in the workplace, and in life.

The primary function of the Programs Manager is to develop and oversee IWC programs and events, memberships, marketing, and day-to-day operations and communications of the Center.

This is a full-time position based in Indianapolis, Indiana, reporting to the Executive Director. The salary for this position is $40,000. Benefits include paid time off (10 days), paid holidays (10), and unlimited free writing classes.

Programming Responsibilities:

➢ Ensures that programs and services carry out the organization’s mission.
➢ Coordinate all writing workshops at the Indiana Writers Center (presented at IWC at the Circle City Industrial Complex, at Marian University, and Zoom) and with organizations with whom we partner with on writing workshops. This includes soliciting teachers, organizing the schedule and course catalog, managing class rosters, contact with students and teachers, handling class cancellations or rescheduling a class, managing class credits, and coordinating payments to teachers.
➢ Work with the Executive Director on planning the annual Gathering of Writers conference, including organizing the schedule and creating the program.
➢ Ensures that all details of program planning, scheduling, registration, and class evaluation are conducted in a timely manner.
➢ Available on some nights and weekends in order to open classes or troubleshoot Zoom issues; schedule volunteers to assist with opening classes and assist with events, as needed.
➢ Manage class statistics for grant use and demographics reporting; ensure class data is updated weekly.
➢ Identifies program needs, communicates needs to the Executive Director, and works with the Executive Director to develop and plan programming that helps the Indiana Writers reach more writers.

Marketing Responsibilities:

➢ Work with the Executive Director and Marketing Coordinator to publicize writing programs, which includes creating and executing social media posts and updating community calendars.
➢ Work with the Executive Director and Content Editor to update product pages, blogs, etc. on the website.
➢ Attend events to process sales and promote the Indiana Writers Center.
Membership and Donor Management Responsibilities:
- Manage all membership communications and duties including maintaining accounts in Etapestry (donor management system) and sending member welcome letters (as needed) and expiration notices (monthly) through Salesforce.
- Manage donor communications and duties including maintaining accounts in Etapestry and sending acknowledgement letters to donors.
- Manage annual giving mailings, send acknowledgement letters, and update donor accounts in Etapestry.

Other Responsibilities
- Assist IWC’s literary magazine, Flying Island Journal, as staff assistant, helping with monthly publications and social media management.
- Help coordinate materials for monthly meetings with the Board of Directors.
- Help maintain facilities and equipment at the Indiana Writers Center and oversee office and classroom supplies and needs.
- Oversee all correspondences including general inquiries via phone, mail, and e-mail.

Who we are looking for:
- Team player
- Connection to the Indiana Writers Center’s mission
- Highly organized with attention to detail
- Excellent communication skills
- Committed to excellence in customer service

Qualifications:
- 1-2 years of work experience in nonprofit programs/project management or related field
- Education experience a plus
- Excellent verbal and written communication skills
- Knowledge of the literary industry
- Experience with Salesforce, Etapestry, Wordpress, Google Drive, Canva, or related programs
- Social media management experience (Facebook, Twitter, and Instagram)

How to Apply:
Email your resume and cover letter to Sarah Ginter, sarah@indianawriters.org