



Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 1200+ people strong and growing!

You could play a key role supporting the Business Operations Division! Go to our job board to apply:

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The job at a glance

General Summary

Under minimal supervision of the Project Management Supervisor, the Senior Project Manager (SPM) oversees and manages various small and large project initiatives to meet CCRC business objectives. The SPM completes all intake, onboarding, requirements analysis, project charter documentation, project plan development and updates, and ensuring project sponsors, key stakeholders, and project resources are educated and informed at all times on project status. The SPM leads projects utilizing Project Management Institute (PMI) standards of practice for waterfall, predictive, agile, and hybrid projects. The SPM leads and administers detailed project progress and change management through completion and ensures that completed projects meet the overall expectations of internal and external stakeholders. The SPM will collaborate with CCRC leadership to ensure that all project requirements, deadlines, budgets, and schedules are on track. This SPM assists in business and technical process improvement initiatives by analyzing business functions and protocols, gathering and documenting information, developing process flow diagrams and mind maps, and recommending improvements (process, people, technology) by identifying problems, risks and inefficiencies of processes, policies, and procedures.

Core Benefits!

- **Hybrid** position!
- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and ***90%*** vision coverage!
 - There are a variety of medical and dental plans offered.
 - **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a ***5% contribution*** and may participate in the ***match of 50% up to the 1st 7% of deferrals***
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

The Details of the Job:

Essential Duties And Responsibilities

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Within a team environment, the Senior Project Manager position will perform the following responsibilities:

Project Management (90%)

- Collaborate with CCRC leadership, program management and staff, technical personnel, contractors/vendors, and Project Management Division team members to create and manage project plans, including management of timelines, resources, and stakeholders. Provide insight to key stakeholders and project sponsors by developing project goals in alignment with agency strategic plan and KPIs, setting the prioritization of deliverables, facilitate decisions necessary for project delivery and ensure that deliverables meet quality, customer service, and compliance standards.
- Define and manage project scope and objectives, involving all relevant stakeholders, while ensuring project feasibility, driving team member accountability, managing risks, and keeping projects delivered on-time, within scope and within budget, using appropriate verification techniques. Use tools (e.g., MindMeister, Microsoft Visio, PowerPoint, etc.) for mapping processes and requirements, creating the agreed-upon textual and visual representations of the current and future state from the business perspective.
- Review vendor contracts and recommend updates where applicable prior to execution.
- Directly manage small and large-scale projects, ensuring timely delivery, financial, and quality outcomes. Provide insight and regular updates PM division management, key stakeholders and project sponsors.
- Readily and flexibly realign priorities to ensure CCRC efficiency and quality improvement initiatives for both business and technical processes and support short notice new program/contract implementations ensuring comprehensive and complex system integrations and process refinements. Assist business leaders with operational process, budgetary, and staffing business planning efforts for new and current program actions.
- Build and maintain highly collaborative and supportive relationships with leadership, stakeholder teams, third party vendors, funders, and community partners. Ensure all appropriate stakeholders are represented and included and clarify accountability and authority across stakeholders.
- Request and coordinate internal and/ or external resources based on the alignment of team member skills and project demands.
- Perform risk management by utilizing a risk register to minimize project risks, creating solutions where applicable, and report and escalate any identified risks to management as needed.
- Manage budgetary objectives related to projects, including handling all procurement-related processes, and make adjustments as necessary based on financial analysis. Negotiate vendor contract/SOW costs (implementation and renewals) where applicable.
- Measure and track project performance using appropriate tools and techniques to analyze the project successes and challenges to inform lessons learned repositories.
- Facilitate business process improvement via the methodical investigation, analysis, review and documentation of functional business specifications.
- Collaborate with internal stakeholders to understand CCRC business functions and develop data-driven insights that are both strategic and operational.
- Identify, understand, and document the business problem and the impact of the proposed solution on the agency's operations.
- Gain and apply subject matter expertise in multiple functional areas to bridge business requirements and potential technical, functional, or people solutions. Stay up to date on subject matter areas, as assigned.

Administrative (10%)

- Collaborate with CCRC's Learning & Development and Communications/Marketing Teams as needed to assist in the development of user manuals, training materials, communication plans, change management plans, and other documents to enable successful implementation and production transfer.
- Use analysis tools (e.g., traceability matrices, etc.) and ensure that project objectives, scope, requirements, and design are in alignment.
- Participate in meetings and make presentations to staff, executive team, committees, Agency Board of Directors, and other public agencies as needed to successfully share ideas and findings.

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- Continually refine and support effective project management workflow standards including procedures and templates that promote efficiency, productivity, and quality. Adhere to established PMD standards and documentation requirements.
- Assist Administrative Services Department (AS) with various business administration tasks, when requested, by providing expertise in process improvements, creation of efficient tools, and providing project management mentorship to others to gain better understanding of PMI methodologies and common terminology.
- Participates in and makes presentations to staff, executive team, committees, and agency Board of Directors, and other public agencies, as needed.

Non-Essential Duties And Responsibilities

These duties include tasks that are required and comprise less than 5% of daily functions for this job:

- Periodic assistance with event planning.
- Attend conferences and training as required to maintain proficiency
- Other duties as assigned

Job Specifications

Minimum Required

- **Education:** Bachelor's degree in business, information technology/computer science, communications, or related field, *or equivalent experience*.
- **Experience:** 5 years' experience in project management with demonstrated responsibility for management of multiple, complex, high-visibility project implementations.
- **Professional/Technical Certifications:** Active Project Management Professional (PMP) certification
- **Technical Requirements:**
 - Competency in Microsoft applications (i.e., Word, Excel, Outlook, PowerPoint, Teams, OneNote, One Drive, etc.)
 - Within one year, acquire familiarization and knowledge and understanding of CCRC program areas, funder requirements, HIPAA/MediCal processes, and CCRC program areas to include, but not limited to, Office of Head Start, DPSS, CDSS, and CDE program requirements and standards. Understanding of the business and operations involved in child care center facilities.
- **Bilingual Required:** n/a
- **Behavioral:**
 - Expert understanding of formal project management methodologies (waterfall/predictive, agile, hybrid)
 - Experience coordinating project management activities, resources, equipment, and information for various projects.
 - Demonstrated commitment to collaboration, continuous learning and quality improvement, creative problem solving, and producing high-quality work.
 - Proactive and analytical problem solving to produce recommendation delivered with excellent communication.
 - Proven track record of being detail-oriented, extremely organized, and has strong project management skills and experience.
 - Proven success in working with various levels of leadership and demonstrating a strong ability to motivate project team members and foster cross-functional teamwork.
 - Ability to flexibly manage multiple large-scale initiatives while consistently meeting deadlines.
 - Fundamental analytical and conceptual thinking skills.

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- Ability to maintain cooperative, diplomatic, respectful working relationships with all levels within the organization and the public; work as part of a team and collaborate effectively with colleagues; complete projects under tight deadlines even when there are competing requirements and changes in assignments.
- Excellent planning, organizational and time management skills.
- Adherence to business confidentiality, including HIPAA and PHI, in accordance with Agency policy and legal requirements.
- Adherence to technological security in accordance with Agency policy and legal requirements.
- **Travel:** Some travel/business related driving required; This position requires travel. Staff may choose any mode of transportation (driving, walking, bicycling, carpooling, etc.) to arrive to and depart from the location where attendance is required. Should a staff member choose to drive, the staff member must become an approved driver with CCRC prior to driving on behalf of CCRC. Approved drivers driving on behalf of CCRC may choose to drive a CCRC vehicle or own vehicle and must meet requirements to be an approved driver including holding and maintaining current auto insurance, current California Driver's License and receiving DMV clearance.
- **Work Schedule:** Hybrid, typically 2-3 days per week (minimum), in office to meet business coordination and project requirements, or as directed by Division leadership.
- **Work environment:** Office work environment; ambient temperature, moderate noise level, indoors. When working remote, must provide professional office-like environment without distraction and in compliance with CCRC Flexible Work Policy requirements.
- **Background & Health Clearance Requirements:** *Background requirements determined according to the requirements of the program(s) which the Project Manager will be supporting.*
- **Background check required.** As a grant-funded Agency supporting Children and Family Services, CCRC conducts background checks commensurate with the role to verify candidate qualifications (criminal history, employment history / experience, education, reference checks) and ensure grant compliance. Specific roles may have additional verification / clearance to the standard background check as part of the recruitment and selection process, including:
 - **Live Scan Clearance / DOJ Fingerprinting:** For positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health and Safety Code Section 1596.871 and/or Head Start Program Performance Standards 1302.90).
 - **Health Clearance:** For positions working directly with the public in a child/ community care or child / community care adjacent setting or working with "at risk" populations, CA Code of Regulations Title 22, §101216, CA Health and Safety Code 1596.7995, and/or Head Start Program Performance Standards 1302.93)
 - **MVR / DMV clearance** in accordance with CCRC's liability insurance provisions: For positions where driving is required.
 - **Child Development Permit:** For positions working in an educational capacity (California Education Code Sections 44242.5, 44340, and 44341)
 - **CPR / Pediatric CPR certification:** For certain identified positions working directly with the public in a child/ community care or child / community care adjacent setting (CA Health & Safety Code 1596.865 – 1596.866)
 - **Federal Debarment Checks:** For positions acting in a principal capacity to federal funds (Head Start Program Performance Standards 1304.11, Code of Federal Regulations Title 2 Grants and Agreements 2.180.320 and 2.180.995)
 - **Credit & Bankruptcy Check:** For positions with fiscal responsibility (roles with authority over financial transactions), a credit and bankruptcy check will be conducted to assess financial responsibility in alignment with agency standards and applicable laws, including the federal Fair Credit Reporting Act (15 U.S.C. 1681 et seq.) and California Labor Code restrictions on credit reports (Labor Code 1025.5.)

Preferred

All minimum requirements above met, plus:

- **Experience:** Expert experience in information technology project implementations and technology staff/consultant coordination, Facility operations and improvement experience, Early education or other social service, non-profit settings experience, and experience with related policies and procedures is highly desired.
- **Education:** Master's degree in business administration, information technology/computer science, communications, or related field is desired.
- **Professional/Technical Certifications:**
 - Other Project Management specialty certification and/or related process and quality improvement certifications is desired
- **Technical Requirements:**
 - Expert experience with specialized project management tools such as Mindmeister (mind mapping), Visio (process flow diagramming), JotForm (business process questionnaires) highly desired.

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.		X			
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.		X			
Crawling: Moving about on hands and knees.	X				
Crouching: Bending the body downward and forward by bending the leg and spine.		X			
Driving: A car, truck, forklift or other types of moving equipment.		X			
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.				X	
Grasping: Applying pressure to an object with the fingers.				X	
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.					X
Kneeling: Bending legs at the knee to rest the body on the knee or knees.		X			
Lifting (Light): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting up to 30lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.		X			
Lifting (Med): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 30lb – 50lb objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.		X			
Lifting (Heavy): Raising objects from a lower to a higher location / moving objects horizontally from one location to another. Lifting 50lb+ objects to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	X				

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Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.		<u>X</u>			
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.		<u>X</u>			
Reaching: Extending hand or hands and extending arm or arms in any direction.				<u>X</u>	
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.					<u>X</u>
Sitting: Particularly for long periods of time.					<u>X</u>
Standing: Standing or staying on feet for sustained periods of time.		<u>X</u>			
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.		<u>X</u>			
Talking: Expressing or exchanging ideas by means of spoken words. Those activities in which detailed or important spoken instructions to co-workers are required. The instructions must be conveyed accurately, loudly, and/or quickly.					<u>X</u>
Twisting: Turning from right to left at the waist.			<u>X</u>		
Viewing: The ability to distinguish colors, read a VDT or other needs for depth perception.					<u>X</u>
Walking: Moving about on feet to accomplish tasks.				<u>X</u>	

Notices

Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Accommodations

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.

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