



Program Manager (AHLAF)

The hotel and lodging industry is vibrant, innovative and full of dynamic opportunities for upward mobility while serving (and supporting) its most important assets: its people. The AHLA Foundation, the charitable giving arm of the American Hotel & Lodging Association, is dedicated to helping people build careers, improve their lives and strengthen the lodging industry. We are a dynamic, entrepreneurial organization poised for growth. The Program Manager would join a nimble, collaborative team that is supportive and fun to work with.

Position Summary

This position manages, maintains and supports all data entry and data management needs of the Foundation, including apprenticeship and scholarship programs, research, DE&I programs and fundraising. The successful candidate will discover efficient ways to collect, organize, store and analyze data with attention to user friendliness.

Responsibilities:

- Manage and maintain databases connected to scholarship, apprenticeship, leadership academy, donor and mentor programs.
- Data collection and entry of apprentices, documentation of monthly outreach activities.
- Provide technical support to grantees, applicants, school administrators and employers.
- Liaison to DigitalWise application platform provider.
- Manage historical lists of AHLAF apprenticeship and scholarship programs and coordinate stewardship materials for Foundation donors with Development Director.
- Manage and track applications, fund distribution, invoicing, reporting and contracting (scholarships, apprenticeship, research grantees)
- Create record retention processes necessary to sustain successful Foundation partnerships and programs.
- Provide recordkeeping of current and prospective apprenticeship employers and assist with planning for follow-up communications and scheduling.
- Manage event participation and enrollment lists for apprenticeship, scholarships, leadership academy, mentorship program, and other initiatives as assigned.
- Share responsibility with members of Foundation team to source success stories from program locations and share resources.
- Support and assist with committee and academic workstreams.

Education and Experience

- Bachelor's degree or related experience
- Two years CRM experience or combination of education and experience
- Project management experience

Skills and Attributes

- Experienced computer and software knowledge, including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), and CRMs – Salesforce preferred.
- The ability to source, analyze, and report on data
- Dynamic problem-solving skills
- Positive attitude with customer service orientation and willingness to be flexible to adapt to changing needs and "roll up shirtsleeves" to get the work done.
- Strong organizational skills with an eye for detail and an ability to manage multiple assignments at once.
- Thrives working in a fun and fast-paced environment and an ability to work both independently and collaboratively across the organization.
- Able to work under pressure, meeting key project and reporting deadlines.

AHLA is an equal opportunity employer. We encourage you to apply even if your experience is not a 100% match with the position. We are looking for someone with relevant skills and experience, not a checklist that exactly matches the job description. We want to help you grow and in return, you help us grow into a stronger, more inclusive organization. We celebrate diversity and are committed to creating an inclusive environment for all employees.

EOE