



About CIELO

The mission of CIELO is to launch successful entrepreneurs by unleashing innovation, creativity, and passion. We do this by surrounding entrepreneurs with training, coaching, connections to service providers, access to funding, and other support as needed. CIELO is primarily focused on lower income, immigrants, and people of color from Orange County and the greater Southern California area.

To help advance the mission and impact of CIELO, we are developing an online mentorship program named The Source, by leveraging a third party digital platform. The Source is committed to solving the problem of digital exclusion for budding entrepreneurs. It's a self-service online platform that enables people from marginalized communities to access mentorship with mentors, business development education, and more. Our goal is to propagate culturally-appropriate knowledge and networks that help users reach their full entrepreneurial potential. At scale, The Source will positively change lives by fueling a network of 1st-Gen/immigrant/female/BIPOC entrepreneurs, who are rooted in a mutually supportive and collaborative environment, with the ripple effect of converting mentees into future mentors, thus paying dividends for future generations.

Summary of Position: Project Manager

CIELO is looking to add a talented and passionate team player for the role of Project Manager (PM), with the primary focus on bringing The Source to market. The PM is responsible for the planning, management, and implementation of The Source by collaborating with internal and external stakeholders, and online platform providers. The PM will work collaboratively with the leadership team and report to the Executive Director.

This might be the job for you if:

- You want to play a key role within a growing organization, focused on impacting lives and leveraging technology to advance social/economic outcomes.
- You possess supreme project management acumen with various types of stakeholders.
- You enjoy mobilizing, organizing, and activating people around a project vision and plan.
- You excel in solving problems. You love taking on challenges and are determined to seek answers and willing to keep trying to find solutions that work.
- You thrive as a self-starter who can take an overall concept and turn it into results. You take pride in your work and are willing to go above and beyond to get things done right.
- You are a doer, effective communicator, and thought leader.

Primary Duties and Responsibilities

The Project Manager performs a wide range of duties including the following:

- Use online planning tools to collaborate with internal stakeholders, track program status and results, and keep the information up-to-date.
- Promptly respond to inquiries and requests for action by internal and external stakeholders.
- Collaborate and coordinate with internal stakeholders on ensuring a pleasant user-experience with The Source throughout the user journey; including improving the user interface and experience on the platform.
- Act as a thought leader throughout all phases of the mentorship program, including planning & testing, pilot, soft launch, user study, launch, and user expansion/retention.
- Monitor and conduct basic analysis on the program data according to the identified KPI's, and help identify and address problems/risks for improvements.
- Work with the leadership team on aligning or realigning deliverables and program outcomes.

Qualifications

- 2-5 years of relevant experience project, product, or program management
- Commitment to CIELO's mission and to diversity, equity, and inclusion and comfort working with people from all racial, ethnic, and socioeconomic backgrounds
- Excellent written and oral communication, presentation, and people skills with an ability to balance priorities
- Able to empathize, reflect, analyze, and learn from user feedback
- Self-motivated, with high level of integrity and work ethic
- Understand the basic concept of conversion funnels and retention rate
- Highly organized with an orientation towards project management that prioritizes timely, clear, thoughtful, respectful responses to stakeholders from all backgrounds
- Entrepreneurial spirit, self-directed and able to work within fast-paced environment with minimal supervision
- Successful track record in executing quickly and effectively to meet tight deadlines and goals
- Data driven: value the power of data and guided by data analytics
- Proficient with Google Workspace, Microsoft Office Suites, CRM (Customer Relationship Management) systems, digital collaborative tools, and experience with web-based learning environments and cloud-based offices.

Requirements

- College degree preferred, but not required
- Preferred experience of 2-5 years in project management, but also will consider experience in program or product management.
- Empathetic, enthusiastic, positive, and professional presence
- Ability to naturally interact with and respect a wide variety of people
- Bi-lingual (Spanish and English) preferred, but not required

Application

If you think this sounds like your next opportunity, please **reach out to Iosefa Alofaituli via email: iosefa@cielocommunity.org, include "Project Manager Position" in the subject line, and attach your resume and cover letter. Deadline to apply is August 22nd.** (Note: submissions through other platforms like LinkedIn will not be considered.)