

Bridging The Gap

Position Description

Job title	<i>Program Manager, Mattress Recycling Operations</i>
Reports to	<i>Executive Director</i>
Status	<i>Full-Time, Non-Exempt</i>

Job purpose

The Program Manager plays a vital role in coordinating pick-up schedules, managing team calendars, and ensuring smooth communication between vendors, recycling drop-off staff, and Mattress Recycling staff. This position requires strong attention to detail, time management skills, and the ability to adapt.

Primary Duties and Responsibilities

This position will primarily be responsible to:

- Coordinate and manage daily schedules for mattress pick-ups, drop-offs, and recycling routes.
- Communicate with customers, partners, and vendors to confirm service appointments.
- Input and update scheduling information in internal systems accurately and efficiently.
- Collaborate with Bridging The Gap (BTG) operations and warehouse teams to ensure route efficiency.
- Monitor appointment changes, cancellations, or delays and adjust schedules as needed.

Other duties include:

- Respond to inbound inquiries related to scheduling or service availability.
- Assist with administrative tasks such as data entry, document filing, and reporting.
- Maintain up-to-date records of service schedules, driver logs, and recycling metrics.
- Support the Program Coordinator in planning and executing large-scale pick-up events or bulk recycling efforts.
- Ensure all scheduling activities align with BTG goals for sustainability and customer satisfaction.

Other job-related duties as requested and subject to reasonable accommodation.

Qualifications

- High school diploma or equivalent; bachelor's degree preferred.
- Proficient in Microsoft Office Suite (Excel, Outlook) and scheduling or CRM software.
- Excellent communication and organizational skills.
- Ability to multitask, prioritize, and problem-solve in a dynamic work environment.
- Valid driver's license and satisfactory driving record.

Working conditions

This is a full-time position with a flexible schedule. The work is primarily conducted in an office setting but may require time in the field to coordinate routes. The typical work week is Monday to Friday, 9 AM to 5 PM.

Physical requirements

- Prolonged periods of sitting or standing at a desk and working on a computer.
- Ability to communicate effectively with staff, vendors, and the public both verbally and in writing.
- Ability to occasionally lift, bend, stoop, or carry office supplies, equipment, or documents up to 25 pounds.
- Manual dexterity to operate a computer keyboard, mouse, and standard office equipment.
- Ability to navigate office facilities and travel to different work locations, as required.

Positions Supervised

- **Direct Supervision:** This position directly supervises 2 staff members (additional staff as the program grows).
- **Volunteer Oversight:** The oversight, training, and coordination of volunteers.

Compensation & Benefits

Starting pay for this position is \$29.81 per hour. The Program Manager will work 40 hours per week; schedule to be determined with supervisor.

Benefits include 90% of health, dental, vision, and life insurance, and 100% disability insurance. We offer a competitive vacation and sick leave policy, paid holidays including the week between December 24th and New Year's Day but may be adjusted to meet your cultural or religious preferences, supportive team atmosphere, some schedule flexibility, and a dog-friendly office.

Bridging The Gap is an equal opportunity employer and understands the value of having a team with a diversity of experiences and perspectives to optimize our potential for compassion, collaboration, creativity, and excellence in service. BTG encourages people from all backgrounds to apply. BTG firmly supports the principle and philosophy of equal opportunity for all individuals, regardless of age, race, gender, creed, national origin, disability, veteran status or any other protected category pursuant to applicable federal, state or local law.

To apply: Please submit (email preferred) a cover letter* and resume outlining your qualifications for the position including work background, education, experience, and other skills that may qualify for this position to:

Bridging The Gap, Inc.
Attn: Glenda Swinton
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glenda.swinton@bridgingthegap.org