



Senior Manager, Special Projects

Buffalo Center for Arts & Technology (BCAT)

Buffalo, NY

Salary: \$70,000 - \$80,000

The Organization

The Buffalo Center for Arts & Technology (BCAT) was launched in 2013 by community leaders who recognized Buffalo's needs for high-quality, accessible workforce development training leading to mid-skill careers for adults and broader access to college and career opportunities through arts and technology programs for high school youth.

For 12 years, BCAT has provided Buffalo residents with cost-free workforce training that leads to proven pathways for financial security.

- 100% of BCAT high school students stay in school and graduate with an actionable plan into college and careers.
- 85% of BCAT adult students earn certifications in their field of study and 70% advance into mid-skill careers.

Join us in bringing our vision of a Buffalo with equitable access to choices and opportunities.

The Position

The Senior Manager, Special Projects is a high-impact, high-visibility role perfect for an organized, tactical thinker eager to develop project management plans that lead to meaningful change within a mission-driven organization. Reporting directly to the CEO and collaborating closely with the BCAT Leadership Team of Directors, the Senior Manager will lead the design of key cross-functional projects and identify the systems and processes that improve organizational effectiveness.

What makes this role especially rewarding is the chance to identify and recommend internal practices and policies that influence the entire organization. With a focus on process improvement, tech integration, and organizational alignment, this position offers both challenge and influence for someone who thrives in collaborative settings. The Senior Manager will be both a systems thinker and problem-solver and also a key driver of clarity, consistency, and progress across the organization. For the right candidate, this role offers potential to assume more responsibility over time that will have significant impact on how the organization evolves and improves.

Project Management & Tactical Design

- Design project management plans that support cross-functional teams to plan, execute, implement, and complete strategic projects and new initiatives.
- Support long-range planning by turning organizational goals into actionable plans.
- Develop project timelines, deliverables, and budgets; monitor progress and adjust plans as needed.
- Conduct risk assessments and recommend mitigation strategies or redesigns when necessary.

Systems Development & Process Improvement

- Evaluate and enhance internal systems, workflows, and business processes in collaboration with senior leadership, creating new systems and processes as needed.
- Develop standard operating procedures for programs, recruitment, onboarding, and other operational areas.
- Monitor industry trends and recommend general and technical improvements to systems, processes, and practices.

Internal Communication, Compliance & Support

- Act as a liaison between leadership and the BCAT team to ensure alignment, transparency, and strong communication.
- Prepare and deliver training materials to support team implementation of new systems and processes.
- Document learnings, workflows, and decisions to support organizational memory and continuous improvement.
- Ensure project activities meet all internal, regulatory, and contractual compliance requirements.

Operational Support & Organizational Infrastructure

- Support day-to-day operations by identifying and filling process gaps that impact efficiency and coordination.
- Assist with operational planning for staffing, budgeting, program delivery, and facility needs.
- Collaborate with leadership on vendor selection, partnership development, and systems acquisition.
- Update and maintain organizational manuals and process documentation to reflect current practices.
- Help ensure the organization's infrastructure supports growth, scale, and long-term sustainability.

THE IDEAL CANDIDATE

Additional Qualifications

- Detail oriented, curious, highly organized and tech savvy professional with an inclusive approach to problem solving.
- Strong interpersonal skills and ability to build trusting relationships across the team.
- Demonstrated ability to manage multiple projects simultaneously, prioritize competing demands, and design or optimize internal systems, tools, or processes to improve organizational efficiency.
- Experience collecting and analyzing data to inform decision-making and improve systems.
- Experience coordinating and supporting organization-wide training and change.
- Exposure to compliance and regulatory standards relevant to nonprofit/educational settings.
- Ability to draft clear documentation, guides, SOPs, or training materials for diverse audiences.
- Project management certification and nonprofit experience welcomed.

The ideal candidate for the Senior Manager, Special Projects position possesses the following competencies:

Communicates Effectively Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.	Action Oriented Planning and prioritizing work to meet commitments aligned with organizational goals.	Manages Workflow Providing direction and guidance to get work done efficiently and effectively.
Plans & Aligns Planning and prioritizing work to meet commitments aligned with organizational goals.	Operational Insight Applying knowledge of business and the operating environment to advance the organization's goals.	Optimizes Work Processes Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

WHO WE ARE

Work Environment

Our newly renovated training facility and offices are located at 368 Sycamore St, Buffalo NY 14204. Our facility and class schedules are open to the public from 8:30am to 8:30pm Monday through Thursdays and Fridays from 8:30am-5:00pm. This role requires an 8-hour workday, 40-hour work week onsite and flexibility to work diverse shifts that allow you to experience the program in all its stages. You will work with your direct supervisor to define your specific hours on a week-to-week basis based on team and program needs. Some evening and weekend hours will be required.

Organizational Participation & Support

In addition to their primary responsibilities, all BCAT team members contribute to the broader success of the organization by participating in key events and shared responsibilities. This includes supporting student showcases, program graduations, open houses, community outreach efforts, and other mission-driven activities that strengthen visibility and engagement. Team members may also be asked to assist with cross-departmental projects, contribute to organizational initiatives, and provide occasional coverage or support in response to evolving operational, student or program needs. This collaborative spirit ensures that BCAT remains a responsive, inclusive, and united workplace

COMPENSATION AND BENEFITS

Salary

\$70,000 to \$80,000

Benefits

- Medical insurance through Independent Health
- Dental, Vision, and Life Insurance through Guardian
- Health Savings Account with Keybank
- 401k through Vanguard Employees with a 5% match
- 10 days of paid time off, 5 days of sick leave and 3 days of bereavement in addition to BCAT being closed during the week between Christmas and New Year's Day
- 18 paid holidays inclusive of one floating holiday

TIMELINE AND NEXT STEPS

If you are interested in this position, please [click here](#). All applicants will receive an email confirming receipt of their application.

We encourage candidates of all backgrounds to apply even if you do not meet all of the qualifications outlined above. If you are selected to move forward for an initial screening call, we expect you to hear from us by August.

Lori Clement
Partner
LClement@drgtalent.com

[Submit an application](#)