



The Philadelphia Youth Network, Inc.

Job Description

Job Title: Operations Coordinator		Unit: Operations
Division: Chief Operations Officer		Location: 714 Market Street
Reports to: Director of Operations		Date Posted: January 7, 2010
Benefits: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Not Eligible	Hours <u>37.5</u> per week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary/Seasonal <input type="checkbox"/> Intern
<p>General Description:</p> <p>The Operations department serves as a functional unit that lead integrated systems for all PYN initiatives with fidelity and excellent customer service. The Operations Coordinator leads operational processes for all PYN models, coordinates logistics for initiatives, supports providers and school coordinators, and provides excellent customer service to internal and external customers.</p>		
<p>Essential Functions:</p> <ul style="list-style-type: none"> • Plan, lead and evaluate operational processes that innovate service delivery for all PYN models (example – youth enrollment, payroll, worksite development) • Facilitate proactive, coordinated communications to specific channels (providers, youth, schools) and respond to inquiries • Implement PYN-managed initiatives (example – Summer Employer Paid Internships, Shadowing Day, Central Enrollment Center) • Serve as the internal logistics coordinator (parallel to a project management role) for PYN models • Ensure that all youth participants receive payroll in a timely manner • Act as an internal liaison to assigned PYN departments to build proactive relationships with the staff and understand the operational needs of the business/functional unit • Plan, lead and evaluate events and training sessions • Supervise seasonal staff as assigned • Embody the C.A.R.E. model and integrate excellent customer service into daily work • Collect and utilize best practices and other resources related to the implementation of PYN models • Maintain working knowledge of funding requirements and applicable laws, including but not limited to federal regulations specific to funding streams and DOL Child Labor Laws • Assist with service delivery venues such as the Hotline, Front Desk and centralized emails and maintain departmental coverage for internal and external customers • Implement all projects on or under budget, track/submit expenses in accordance with Finance policies and support the development of operational budgets for all models • Advance the vision of PYN and the Operations department and represent both on a regional and national level as requested by the Director and/or COO • Other duties as assigned by the Director and/or the COO 		

Education, Experience & Skills Required:

- Bachelors Degree from an accredited college or university
- Minimum of one year experience working in a nonprofit, government or educational organization
- Ability to take ownership and drive responsibilities through to completion
- Excellent customer service skills
- Strong organizational, analytical, critical thinking and problem-solving skills
- Strong verbal, written and public speaking communication skills and interpersonal skills
- Detail-oriented
- Ability to convene and motivate teams consisting of diverse populations
- Ability to excel in a high-performing team and project a positive attitude
- Proficient in Microsoft Windows & Office and ability to integrate technology into operations
- Ability to work occasional nights and weekends
- Familiarity with PYN initiatives is preferred but not required
- Successful completion of a child abuse clearance and criminal background check (requirement of PYN employees)