Career Opportunity

ENROLLMENT SUPERVISOR
This position is grant-funded from February – June 2020

Philadelphia Youth Network (PYN) has an immediate opening for a temporary full-time Enrollment Supervisor that will support the WorkReady Summer Program deliverables for the Program Operations department.

The Enrollment Supervisor is responsible for overseeing and directing the operations, services, staff, and activities of the WorkReady program enrollment team. Primary responsibilities include:

- Overseeing the activities of staff; planning, assigning, training, directing and monitoring staff duties; providing input to supervisor for employee performance evaluations
- Continuously monitoring staffing at assigned enrollment sessions to ensure staffing levels are consistent with requirements; re-evaluating and re-assigning staff as needed; ensuring optimal coverage for all scheduled sessions
- Serving as a liaison and resource for youth and parents/guardians; receiving and responding to questions, concerns, and complaints from parents, public, and youth; determining issue and resolution, or referring to supervisor; maintaining open communication among all groups to serve the youth’s best interests
- Performing administrative tasks, such as data entry, filing, timesheets; conducting, attending, and scheduling meetings and trainings; preparing reports and maintaining records
- Coordinating the list of invited participants to enrollment sessions and working with Communications team to send out enrollment session invitations and reminders by email
- Ensuring petty cash is secured for transportation to and from enrollment sessions
- Developing and maintain relationships with stakeholders
- Collaborating with other internal PYN teams to perform daily tasks
- Being a point-person regarding data quality issues and ensuring youth information is validated with supporting vital documents
- Entering information into necessary database(s)
- Documenting and elevating major concerns that require immediate resolution
- Supporting other Program Operations efforts for PYN as needed
- Supporting high volume summer activities at PYN as needed

Position requirements:
- Bachelor’s Degree preferred; some post-secondary education required
- Experience convening, leading, and supervising diverse teams
- Demonstrated ability to manage multiple projects in a high paced environment which includes being highly self-motivated and disciplined; able to take ownership and drive projects through to completion
• Ability to design and implement systems necessary to gather, maintain and analyze statistical data and generate reports
• Willingness to engage, learn and grow continuously
• Excellent problem-solving skills and the ability to take ownership and drive responsibilities through to completion
• Provide effective and responsive service to department customers
• Ability to employ flexibility and creativity in the face of ambiguity and challenge.
• Strong verbal and written communication skills
• Strong interpersonal skills
• Proficiency in Microsoft Windows & Office and ability to integrate technology into operations
• Successful completion of background checks (PA state criminal, Department of Public Welfare Child Abuse, and F.B.I. fingerprinting)

Interested candidates should send a cover letter and resume to devin.allen@officeteam.com.

PYN alleviates poverty by preparing young people to succeed in tomorrow’s workforce. PYN coordinates partners that connect young people to education and employment experiences, equipping them with the skills employers need. As a result, PYN creates a system of services that help young people become successful, creating a diverse local talent pipeline. Learn more at pyninc.org.