Career Opportunity

PROVIDER SPECIALIST

This position is grant-funded from February – August 2020

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

The Provider Specialist is responsible for the oversight of all contractor (provider) administrative and programmatic requirements related to the successful implementation of the WorkReady program. Primary responsibilities include:

- Assisting providers with reporting their benchmarks around eligibility, recruitment, enrollment and placement of youth participants
- Assisting providers in training to ensure they are developing worksites, entering youth payroll and facilitating payroll pickups; supporting provider/youth evaluation and assessment
- Monitoring the requirements of programs as outlined by model, funding stream and/or applicable child labor laws
- Collaborating with internal PYN departments to improve program service and troubleshoot provider needs
  - Troubleshooting efforts include but are not limited to: contract modifications/updates and submission of timesheets and subsequent youth payroll; holding one-on-ones to provide technical assistance; payroll prep and distribution and managing requests for replacement debit cards and/or checks
- Supporting youth payroll including: offering support and technical assistance to providers needing support with payroll entry; reviewing and approving youth payroll in PYNDEX, assisting with payroll debit cards and payment verification and distribution
- Assisting and providing support to customer service hotlines and email inboxes for providers and, as needed, youth
- Facilitating proactive, coordinated communication to specific groups including internal PYN staff, providers, youth and schools; documenting and elevating major concerns to ensure that pertinent issues are addressed; participating in internal and external meetings as needed
- Supporting submission/pickup of files, documents, and worksite agreements at provider sites throughout the city
- Supporting quality review (on- and off-site) of participant files and data entry of worksite agreements to place youth with providers; supporting citywide enrollment, if needed
- Supporting other Program Operations efforts for PYN, as needed
- Supporting high volume summer activities at PYN as needed
Position requirements:

- Bachelor’s degree or currently pursuing post-secondary education
- Minimum one year of experience working with youth or young adults in some capacity
- Strong verbal and written communication skills
- Ability to take ownership and drive responsibilities through to completion
- Demonstrated ability to work effectively under pressure and handle multiple simultaneous tasks and demands
- Excellent customer service skills
- Strong organizational, analytical, critical thinking and problem-solving skills
- Detail-oriented with a high level of accuracy
- Ability to excel in a high-performing team and project a positive attitude
- Ability to employ flexibility and creativity in the face of ambiguity and challenge
- Familiarity with PYN initiatives is preferred, but not required
- Proficiency in Microsoft Windows and Office
- 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.