



## Philadelphia Youth Network, Inc. Job Description

<b>Job Title:</b> Program Associate		<b>Location:</b> 400 Market Street, Suite 200
<b>Division:</b> External Relations		<b>Department:</b> Programs
<b>Reports to:</b> Senior Director, Programs		<b>Date Posted:</b>
<b>Benefits:</b> <input checked="" type="checkbox"/> <b>Eligible</b> <input type="checkbox"/> <b>Not Eligible</b>	<b>Hours:</b> <input checked="" type="checkbox"/> <b>Exempt</b> <input type="checkbox"/> <b>Nonexempt</b>	<b>Type of Position:</b> <input checked="" type="checkbox"/> <b>Full-time</b> <input type="checkbox"/> <b>Part-time Temporary</b> <input type="checkbox"/> <b>Full-time Temporary</b> <input type="checkbox"/> <b>Intern</b>
<b>General Description:</b> <p>The Program Associate is responsible for providing support to youth providers and young people who participate in PYN programming. This includes support of contracted providers and partners, administrative and programmatic requirements related to the successful implementation of programs, as well as the communication and technical assistance of young people and caring adults connected to our system.</p>		
<b>Essential Functions:</b> <p><b>Programmatic Support</b></p> <ul style="list-style-type: none"> <li>• Program Associate will provide timely and accurate assistance to ensure that contracted providers, youth and young adults, and worksites have access to and can successfully connect to a menu of programs and opportunities during the school year and summer. This includes but is not limited to the following:             <ul style="list-style-type: none"> <li>➤ Support of contract execution</li> <li>➤ Development of tools and resource guides</li> <li>➤ Payroll support, including in-office support on Fridays</li> <li>➤ Provide system access and support to provider network</li> <li>➤ Provide basic trouble shooting for PYN systems</li> </ul> </li> </ul> <p><b>Communications Support</b></p> <ul style="list-style-type: none"> <li>• Responsible for maintaining participant facing communication email inboxes (i.e. youth hotline, payroll hotline) and supporting FAQ development. Additionally, this position will support the development of recruitment, outreach and on-going programmatic messages via various platforms including mass email platforms, and databases. This includes but is not limited to the following:             <ul style="list-style-type: none"> <li>➤ Develop and send communication within Constant Contact</li> <li>➤ Maintain accurate contact records for youth, providers and partners</li> <li>➤ Respond to youth communications, dependent on time of year and volume of communication</li> </ul> </li> </ul>		

**Administrative Support**

- Provide a wide array of essential administrative support functions. These functions require that the Program Associate can navigate multiple data platforms including our payroll system of record and ShareFile as well as standard Windows Office Suite and Adobe. Adhere to all PYN policies and procedures related to quality review and compliance
- The Program Associate will support or lead special project that arise. These are often time bound projects that are not ongoing. They may involve pulling data, developing resources, supporting in-person enrollment sessions and other community outreach
- This position attends divisional, organization-wide and other team related meetings to ensure information sharing and to assist with other PYN initiatives whenever needed

**Education, Experience & Skills Required:**

- High School Diploma or equivalent with 2-3 years of related or demonstrated work with youth workforce development required
- Ability to navigate multiple data platforms including Windows Office Suite and Adobe
- Willingness to engage, learn and grow continuously
- Demonstrated ability to work effectively under pressure and handle multiple simultaneous tasks and demands
- Demonstrated ability to work independently, prioritize projects, be flexible and initiate follow-through with attention to detail and a high level of accuracy
- Develop and maintain effective working relationships
- Ability to employ flexibility and creativity in the face of ambiguity and challenge
- Strong verbal and written communication skills
- Strong interpersonal skills
- Excellent customer service skills
- Successfully passing background checks (PA State Criminal, PA Department of Public Welfare Child Abuse, U.S. Department of Justice National Sex Offender Registry, and F.B.I. fingerprinting)