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Philadelphia, PA 19106

Career Opportunity

Program Associate

Philadelphia Youth Network (PYN) has an immediate opening for a full-time Program Associate.

The Program Associate is responsible for providing support to youth providers and young people who participate in PYN programming on behalf of WorkReady Philadelphia. 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.

Primary responsibilities include:

- Support activities to ensuring 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 support of contract execution, development of tools and resource guides, payroll implementation, and administrative support of Program Managers, Managers, and Directors
- 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, databases, website content, and social media platforms
- Support quality review of participant, provider and worksite documentation including but not limited to participant files, worksite agreements. This function requires ability to navigate multiple data platforms including PYNDEX and ShareFile as well as standard Windows Office Suite and Adobe. Adhere to all PYN policies and procedures related to quality review and compliance
- This position attends divisional, organization-wide and other team related meetings to ensure information sharing and to assist with other PYN initiatives whenever needed
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- Perform other duties as assigned

Position requirements:

- High School Diploma or equivalent with 2-3 years of related or demonstrated work with youth workforce development required. Bachelor's Degree preferred
- Ability to navigate multiple data platforms including PYNDEX and ShareFile as well as standard Windows Office Suite and Adobe
- Willingness to engage, learn and grow continuously

- Excellent problem-solving skills and the ability to take ownership and drive responsibilities through to completion
- 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
- 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
- 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)

Philadelphia Youth Network offers a comprehensive employee health & wellness benefits program and a competitive salary range based on past experience, job knowledge, and demonstrated skills and abilities.

Interested candidates should email a cover letter and resume with salary requirements to jobopps@pyninc.org and please indicate Program Associate in the subject line.

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.