

Program Manager

Start Date: February 15, 2021

Employment Type: This is a full-time position

Location: Bronx, NY (Currently Virtual)

Reports to: Director of Programs and Partnerships

General Overview:

The Knowledge House's mission is to empower and sustain a talent pipeline of technologists, entrepreneurs, and digital leaders, who will uplift their communities out of poverty.

The Knowledge House (TKH) approach is to (1) close gaps in the education-to-employment pipeline in underserved Bronx neighborhoods by teaching young adults aged 14-34 skills to launch careers or ventures in technology, and (2) support links between local youth, tech innovation, and business development that bring positive community impact.

Headquartered in the South Bronx, the poorest congressional district, TKH has served more than 1,750 students. In 2020, TKH started offering 12-month fellowship programs to NYC residents aged 14-34, in addition to exploring technology and digital fluency education to low-income communities.

Benefits of working at The Knowledge House:

- Apply your skills while giving back to Bronx youth, low income and other underrepresented communities
- Become further exposed to the NYC tech ecosystem
- Lead innovation in the emerging tech movement in the Bronx
- Join a startup where every team member is expected to contribute to strategy, create solutions and improve org culture
- Competitive benefits and paid time off package
- Flexible schedule hours; ability to work from home for part of the work week

Job Summary:

The **Program Manager** owns the "set up and success" of each program, so that sites operate to partners' satisfaction and TKH's expectations. The Program Manager is partner-facing, solidifying recruitment and outreach strategy with partners, overseeing admissions and TKH's annual enrollment, and working with the Director of Programs to regularly report on program success and challenges.

Responsibilities and Duties

Activities include, but are not limited to the following:

Oversee Admissions, Partner Outreach, and Enrollment (35%)

- Design recruitment and outreach strategy with staff and partners
- Ensure TKH meets national enrollment goals, iterating outreach and recruitment strategies for each region

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- Supervise the recruitment process and tracking progress towards enrollment goals for all stakeholders involved.
- Reporting weekly recruitment dashboard summaries to the Director of Programs and Partnerships
- Support national expansion by managing outreach strategy to potential referral and supportive services partners in Atlanta, Newark and Los Angeles, including multi-service agencies, educational institutions, and government agencies

Student Performance and Case Management (40%)

- Check-in with Case Specialists and Recruitment Coordinators weekly to ensure students master technical and career competencies, have strong attendance, and are work-ready
- Working with Case Specialists to maintain systems and routines that track outcomes, support student success, ensure continuous improvement and troubleshoot program issues
- Supervise case management per program site and provide Case Specialists with the planning tools and coaching on identifying barriers to employment, trauma-informed care, mediation strategies, documenting incidents, customizing performance plans, and empowering students
- Report updated list of at-risk students to Director of Programs and Partnerships, providing intervention and direct coaching to students on probation
- Supervise the Recruitment and Community Engagement Coordinator in matching students to wrap around partners, supportive services, as needed
- Partner with Teaching and Learning Manager and Career Success Manager to promote student stories, celebrate volunteers, assess students' work-readiness in order to create a placement plan for each

Administrative and Staff Support (25%)

- Develop and manage dashboards to track recruitment, program and conversion metrics
- Responsible for program reporting, from recruitment to completion, to staff and leadership, debriefing program outcomes and providing recommendations
- Owns all updates to the Program Operations and Student Handbook
- Working with the development team to source data for grant and partner reports
- Partner with the Teaching and Learning Manager to support classroom setup, share student feedback, match students to volunteers, and monitor LMS functionality
- Represent TKH at networking events, meetups, trainings, and community engagement opportunities

Qualifications and Skills:**You're an ideal candidate if you are/have:**

- Experience managing educational program setup and logistics
- 2+ years of work experience ideally in a non-profit, education, or youth development environment
- Proficient in Google Drive applications and other apps for work
- Proficiency using Excel and Google Sheets
- Experience with Salesforce is a major plus

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- Analytical skills and attention to detail
- Self-starter who can supervise and lead a team to achieving organizational goals
- Calm under pressure, with strong follow through and ability to meet deadlines
- Strong work ethic and commitment to produce high quality work
- Effective communication skills, including clear writing and professional email
- Teamwork, including actively reaching out to colleagues to support or consult on projects and maintains collaborative work environment
- Commitment to contributing to positive organizational culture and core values. TKH staff meet over drinks and food every other Friday, go away on an annual retreat and celebrate holidays and important milestones with our students, alumni, and community

The salary range for this role will be between \$58K - \$65K. Benefits include health, dental, and vision insurance, a 1.5% 401k match, a monthly tech stipend, and 24 days of paid time off.

To apply, please email your resume, written interview questions and video interview questions to careers@theknowledgehouse.org with "YOUR FULL NAME_Program Manager Application for TKH" in the subject line by Monday, 1/11/2021 AT 11:59pm ET.

Written interview questions (in lieu of cover letter)

1. Please share your pronouns.
2. What is the earliest date you could start in this role?
3. What are your salary requirements for this role?
4. Did anyone refer you? If so, who referred you?
5. Please provide your LinkedIn URL:
6. Why are you interested in exploring whether the Program Manager opportunity is the right fit for you and The Knowledge House (TKH)?
7. Describe the role that you've had that is most similar to the Program Manager role. Why was that role similar to the Program Manager role at TKH and what did you accomplish?
8. What are the top 3-5 things that you are better at professionally than anyone in the world (or better than 95% of the people you know)?
9. What are the top 5 things that you do not want to do in your next job or the top three things those who have worked with you would say you are not so good at doing?

Video interview questions (in lieu of cover letter)

Please record your answers to the questions below in a video not to exceed 8 minutes long.

1. Imagine that you are at your first TKH staff meeting and you have a chance to introduce yourself, your professional background, and your vision for contributing to the TKH team.
2. TKH is on the precipice of major growth in our student enrollment and in our national footprint. Why are you interested in joining our program team to drive this growth? Why do you believe this growth is important? How would you define successful growth?



3. What are your biggest professional learning, skills, and impact goals over the next 5 years? How will you know that you've met them?
4. Imagine that you are in your first weekly check-in with the Director of Programs and Partnerships. Based on the job description and background documents we've shared, please walk through the agenda you'd set for this check-in meeting. .