



Job Posting

Job Posting: Program Associate (2 hires)
Organization: Towards Employment
Location: Cleveland, OH
Position Type: Full-time; Monday-Friday 8:00-4:30pm
Salary Range: 40,000-43,000

About Towards Employment

Founded in 1976, Towards Employment (TE) is a non-profit leader in providing innovative solutions to move people out of poverty, into quality jobs and along a career pathway. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 74 and an \$8 million annual budget. Towards Employment offers a continuum of support to low-income individuals preparing to enter the workforce or looking to advance from low-wage employment while also fulfilling the staffing needs of local employers.

TE offers a competitive benefits package, including employer-subsidized medical, prescription, vision, and dental insurance; matching traditional and Roth 401(k); and company-provided life and disability insurance. Employees can also opt for voluntary benefits like HSA/FSA savings accounts, accident, critical illness, hospital indemnity, and dependent life insurance. Additional perks include paid vacation, 10 sick days, 13 paid holidays, and time off between Christmas Eve and New Year's Eve.

Job Summary

This role supports the overall program through timely and accurate data collection, data entry, and frequent reporting to ensure program and participant success. Duties focus around the administrative and clerical tasks necessary for quality program operations including hard and electronic case file maintenance, conducting intake sessions, workshop starts, workshop completions, covering the front desk and other program needs. Works with supervisor on assignments as required and requested. This role may support reentry, Department of Labor (DOL) or SNAP programing and training.

Essential Job Functions

The performance of the duties outlined below must be carried out within the mission of Towards Employment; We Champion the potential of every person to succeed in a rewarding career, while working to create an equitable and inclusive workforce for tomorrow.

1. Maintain accurate and timely documentation of participants and program activity in compliance with TE policy and funder performance requirements. Works with Sr. Manager Data Analytics to review data for accuracy and provide information for monthly progress reports as needed.
2. Responsible for data entry in required data systems including Towards Employment's Commence system.
3. Responsible for classroom setup and technology support including online technical training.
4. Work in Commence to develop first day start list; ensure the paperwork needed for the first day start of participants is printed and provided to case manager for check in and also to workshop instructor(s).
5. Provide overall admin support for the program. Such as; preparing workshop certificates, creating orientation intake packets, creating workshop badges, setting up and maintaining case files, entering required data into our data management system along with any other support as needed.

6. Conduct initial intake screening on individuals expressing interest in the program. Complete Green Screen in Commence, and schedule interested individuals for program orientation.
7. Participate in rotation of back up support to Front Desk/Reception.
8. Perform all other duties as required or requested from supervisor.

Minimum Requirements

- High school diploma or equivalency.
- Previous administrative experience in a Social Service setting contributes to knowledge of the field.

Preferred Qualifications

- Two years of administrative experience in a Social Service setting contributes to knowledge of the field.

Knowledge, Skills, and Abilities (KSAs)

- Possess strong administrative skills, proficiency with database and spreadsheets essential
- Strong written and verbal communication skills, organizational, time management and problem solving skills.
- Excellent relationship building and customer service skills
- Proficient in Microsoft Office Suite, including Word, Excel, Access, Outlook, Teams and PowerPoint.
- Ability to work independently, be flexible and dependable, and demonstrate initiative and creativity.