



Towards Employment

Job Posting

Job Posting: Industry Partnership, Program Assistant

Organization: Towards Employment

Location: Cleveland, OH

Position Type: Full-time; Monday-Friday 8:00-4:30pm

Salary Range: \$40,000

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 competitive benefits including employer subsidized medical, prescription drug, vision and dental insurance; matching traditional and Roth 401k; company provided life and disability insurance. Voluntary benefits include: HSA and FSA savings accounts, accident, critical illness and hospital indemnity insurance and dependent life insurance. Additionally, employees receive paid vacation, 10 sick days, 13 paid holidays plus the days between Christmas eve and New Year's eve off annually.

Job Summary

Support the overall Industry Partnerships program through classroom support including technical assistance and helping with employer activities. Additionally, have 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, workshop starts, workshop completions and general program needs. Works with supervisor on assignments as required.

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.
2. Responsible for data entry in required data systems including Towards Employment's Commence system. May be required to enter data in other systems as required by funders for participant tracking against contracts.
3. Responsible for classroom setup and technology support including online technical training.
4. Support employer onsite trainings including employer showcase and interview days.
5. 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 IP staff for check in and also to workshop instructor(s).
6. Work with the Industry Partnerships leadership to ensure data reporting needs are met.

7. Prepare workshop certificates for signature at least 2 days before the workshop completion.
8. Set up hard case files for documentation.
9. Maintain paperwork and documents that relate to intake and case management for participant files and check appropriate items off the checklist. When status of participants is changed to "Off of Service" review file for completeness to assure positive results on any file audits from funder.
10. Support the program orientation process by preparing orientation intake packets, ensuring sufficient amount for each weekly orientation as needed.
11. Maintain program file system in an efficient organized manner ensuring all files are accounted for at all times, contain all required documentation and are accessible as needed.
12. Perform all other duties as required or requested from supervisor or Director of Industry Partnerships.

Minimum Requirements

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

Preferred Qualifications

- Two years of relevant experience.

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.