

NextGen Program Coordinator

Position Summary:

The NextGen Program Coordinator will be responsible for developing and coordinating work based learning (WBL) opportunities, activities and functions for NextGen participants, applicants and staff along with performing a variety of difficult administrative and program support duties, in and out of an office environment within a 10-county region. This work requires a comprehensive understanding of the departmental mission, rules, regulations, goals, and services.

Working Conditions:

The NextGen Program Coordinator performs a variety of high level administrative, program support, and program coordination and development duties requiring a variety of skill sets. The NextGen Program Coordinator is in contact with program participants, partners, team members, employers, and other community stakeholders daily. Excellent communication, interpersonal and organizational skills are essential characteristics to perform successfully in a rapid changing environment. Work is often conducted independently, requiring a high level of self-initiative. Problems and opportunities are brought to the attention of the supervisor, with issues researched and with alternative solutions/options suggested. The NextGen Program Coordinator may be involved in researching and developing operational/programmatic policies and procedures in a technical environment. The NextGen Program Coordinator will work in an office, however, a lot of time will be spent traveling throughout NWDB's 10-county region meeting with employers and coordinating events.

Duties Include:

- Develops WBL opportunities such as Work Experience, OJT, internships and apprenticeships.
- Assists in increasing the number of WBL experiences so more participants are prepared with the knowledge, talent, and skills needed in today's workplace.
- Recruits and maintains a database of local employers to provide WBL opportunities.
- Develops worksite agreements, contracts, and other related WBL documents; conducts follow-up and evaluation of participant placements to provide counseling and problem-solving for participants and employers.
- Provides administrative support to NextGen Services staff by assisting with documentation collection, processing and system entry; assists with program orientation and eligibility determination.
- Provides back up and support for NextGen Services staff.
- Ensures all data is accurately entered into the appropriate tracking systems.
- Assists with data research and collection to improve program outcomes.
- Active part of the Business and Employer Services Team to leverage new and existing business partnerships to offer WBL opportunities.

- Conducts various training workshops and presentations
- Will be expected to earn certification to teach Working Smart: Soft Skills for Workplace Success (paid for by employer).
- Identifies opportunities to improve processes and services.
- Develops and coordinates various youth projects, workshops, and events.
- Researches successful and innovative work-based learning (WBL) programs throughout the nation/world that improves local workforce capacities by advancing youth development of workplace skills, fosters career awareness and increases employer engagement.
- Cross-markets other NWDB and partner programs/services.
- Attends community functions to promote the program.
- Develops processes, forms, and procedures for work activities and may assist with developing/writing youth program policies.
- Prepares a variety of documents, reports, correspondence, and presentations using databases, spreadsheets, word processing and presentation software.
- Develops outreach literature for the program including brochures, flyers, posters and other documents.
- Provides NextGen activities and events update for use on various approved social media platforms.
- Other duties as assigned by supervisor.

Desirable Education and Experience:

The NextGen Program Coordinator position prefers an Associates or Bachelor degree from an accredited college or university preferably in human services, human resource management, marketing, psychology, business, or social work; or an equivalent combination of education and related experience. Preferably, the representative should have a background in administration, customer service, marketing, public relations and building and maintaining critical relationships.

Certificates, Licenses, Registration:

Position requires a valid driver's license (Class C), car insurance and reliable automobile and safe driving. Must obtain certification to teach Working Smart: Soft Skills for Workplace Success within first six months of employment (paid for by employer).

Competencies include:

- Considerable knowledge and skills in office technology including developing forms, form letters, tables, spreadsheets, data bases, presentation software, use of audio visual equipment, etc.
- Experience in marketing and/or sales activities
- Excellent customer service skills
- Ability to communicate effectively, both verbally and written, and share knowledge with others
- Ability to prepare for and conduct presentations using multiple media resources and platforms
- Ability to prepare and speak before groups of stakeholders

- Tactfully and effectively handle requests, suggestions, and complaints
- Ability to use a variety of advisory data and information, such as business periodicals, business laws and financial regulations, computer documentation, and labor market information
- Ability to adapt to a fast pace, changing work environment
- Act as a team player and possibly team leader to provide leadership across a wide range of groups
- Possess personal computer and Internet proficiency, time management skills and project management skills, and familiarity with common database software supporting Excel, PowerPoint, and Word
- Practices attentive and active listening; has the patience to hear others out; can accurately restate the opinions of others even when he /she disagree
- Relates well to all kinds of clients/partners/co-workers/employers; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even difficult situations comfortably.

To Apply:

Mail cover letter, resume, application, & 3 professional references to:

Laura Rollinson
Albemarle Commission
512 South Church Street
Hertford, NC 27944

Above items may be e-mailed to lrollinson@accog.org . Please note that if interviewed, an application with an original signature will be required.