



## **Transitional Employment Program Assistant**

### **Background:**

HOPE has a 35+ year track record of empowering New Yorkers to build sustainable futures through comprehensive training, jobs, advancement and lifelong career support. HOPE is an outcomes-focused organization. Our student-centered approach, employer-driven training, wide range of support services, and commitment to ongoing engagement yield strong results, notably a job placement rate of 75% and retention rates of 92% at 90 days and 81% at one-year. We are focused on expanding our impact and positioning ourselves for growth while continuing to enhance the quality of our services and build upon our successful outcomes.

This is an exciting time at HOPE, as we have recently successfully pivoted our model for remote training and will be building a hybrid approach which combines the best of in-person and remote training. At the same time, we are working with partners and peers in the field to understand the opportunities presented by the post-COVID economy which will drive our clients' success. Finally, we are continuing to build on strong leadership and governance - as evidenced by 2019 finalist status for the Nonprofit Excellence Awards - with an organization-wide DEIA effort, the launch of a new Associate Board, and more.

### **The Position:**

The HOPE Program is seeking a creative, team-oriented, and highly talented Program Assistant who will be responsible for providing administrative support and tracking program data for our transitional employment programs. Reporting to the Transitional Employment Operations Manager, the Program Assistant position will work from our Bronx office.

### **Responsibilities:**

- Process weekly participants payroll and resolve questions or concerns from participants
- Prepare program documents for participants and assist with drafting daily participant work schedule
- Provide excellent service to existing and potential customers by responding to requests and questions promptly; escalate issues to senior team members as necessary
- Respond to requests for building inspections, schedule inspections, confirm completion and update data tracking reports
- Support team as needed with business development activities, such as assembling informational packets and maintaining pricing sheets
- Liaise with external training partners to schedule trainings and prepare logistics
- Collect data and maintain reports regarding program operations, business and program metrics, and performance
- Track data for program participation in Salesforce
- Request certificates of insurance from insurance broker
- Other responsibilities as assigned

### **Qualifications:**

- High School Diploma or equivalent preferred
- Experience in the fields of construction, building energy-efficiency, property maintenance, or horticulture a plus
- Must have excellent verbal and written communication skills
- Must be highly organized and able to manage both long-term and day-to-day projects
- Understanding of using office software to collect and manipulate data

- Fluent with GSuite applications and file management
- Commitment to social and environmental justice and an ability to convey a deep dedication to the mission of CoolRoofs and Intervine

**Salary/Benefits:** Salary is dependent upon experience. HOPE provides a full package of benefits including: healthcare and dental insurance; retirement plan; competitive vacation (plus 1/2 day Fridays during summer which is equal to 7.5 additional vacation days); and 12 paid holidays.

**Interested Candidates:** Email cover letter, indicating what position you are applying for and where you saw listing, and resume to [hr@thehopeprogram.org](mailto:hr@thehopeprogram.org). Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

The HOPE Program is an equal opportunity employer.

[www.thehopeprogram.org](http://www.thehopeprogram.org)