Program Coordinator Job Description

About Apprenti
Apprenti is a registered apprenticeship program of the Washington Technology Industry Association (WTIA) Workforce Institute. Apprenti provides a proven, reliable pipeline for underrepresented minorities, women and veterans to gain training, certification and placement within the talent-hungry tech industry. Through our innovative selection, certification and hiring process, we are bridging the talent gap and meeting the demands of the tech industry’s growing workforce. Apprentices receive two to five months of full-time training then begin one year of paid on-the-job training with one of the program’s hiring partners. The program is partially funded through a grant from the American Apprenticeship Initiative of the U.S. Department of Labor, with support from the private foundations. More information about Apprenti can be found at ApprentiCareers.org.

Position Description
We are seeking candidates who are committed to personal development and have a strong intellectual curiosity. Under supervision of the Apprenti Program Manager, the Program Coordinator will perform a wide variety of program coordination functions:

Examples of Essential Duties
Candidate Recruitment and Apprentice Management
- Support apprentices while in training and on the job and communicate with training partners and employers regarding apprentice performance
- Screen candidates and conduct apprentice candidate interviews
- Respond to candidate and apprentice inquiries via email and phone
- Coordinate apprentice orientations and events, including preparation of materials
- Managing and updating candidate and apprentice data in assessment portal, Salesforce, and federal reporting systems
- Keep apprentice and company data updates in relevant CRM and management systems
- Assist with updating handbooks and documents, including training materials
- Analyze recruitment and apprenticeship data
- Maintain file integrity and confidentiality by monitoring records and assuring compliance
- Monitor apprentice and company surveys and analyze data
- Assess and elevate program efficiency and effectiveness through documentation, system and process improvements
- Participate in events that support candidate and apprentice outreach, recruitment, and retention

Other
- Actively engage with the team to advance program mission and meet outcomes
- Assist team with special projects and other duties as needed

Required Skills
- Over one year of administrative or program support experience
- Must be detail-oriented, accurate, motivated, proactive and able to meet deadlines
- Able to plan, prioritize and complete assignments with minimum supervision
- Excellent written, verbal and interpersonal communication skills in a business environment
• High comfort with supporting people in intensive learning environments and in life transition
• Experience working with diverse populations
• Exercises initiative and independent judgment in performing duties; applies judgment to resolving problems
• Proficiency with Microsoft Office Suite and willingness to learn new applications and tools

Preferred Skills
• Experience with Salesforce

Additional Information
• High school diploma or equivalent is required; college preferred
• Position is full-time and includes benefits
• Work is performed in a standard office environment
• Satisfactory completion of a background check is required

Qualifed candidates should send a resume and cover letter detailing interest to:
apprenti@washingtontechnology.org

About the Washington Technology Industry Association (WTIA) Workforce Institute:
The WTIA Workforce Institute is a non-profit 501(c)3 organization created to drive workforce initiatives to assist under represented communities seeking to enter the technology industry. The Institute has partnered with the Washington Technology Industry Association (WTIA), Washington state’s unifying voice for the technology community, and the Washington State Department of Labor and Industries to operate Apprenti, a technology training and registered apprenticeship program.

The WTIA Workforce Institute is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, sex, sexual orientation, gender identity, religion, national origin, age, protected veteran status, disability status, or any other characteristic protected by law. We encourage persons of diverse backgrounds to apply.