# APPRENTi
## MASSACHUSETTS

**Program Manager 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 private foundations. More information about Apprenti can be found at ApprentiCareers.org.

**Position Description**

The Massachusetts Program Manager will support the successful expansion of Apprenti into the Commonwealth of Massachusetts. The position will be based in Boston, MA and report to the Apprenti Massachusetts Leader (based in Boston) and Director of Program Operations at Apprenti HQ (based in Seattle). We are seeking candidates who are self-motivated, well connected in the community, comfortable with ambiguity, and have strong intellectual curiosity. The role performs a wide range of duties including some or all of the following:

**Candidate Recruitment and Apprentice Management**

- Screen candidates and conduct apprentice candidate interviews
- Respond to candidate and apprentice inquiries via email and phone
- Support apprentices while in training and on the job, including communication with training partners and employers regarding apprentice performance
- Identify and participate in events that support candidate and apprentice outreach, recruitment, and retention
- Coordinate apprentice orientations and events, including preparation of materials
- Manage and update candidate and apprentice data in assessment portal, Salesforce, and federal reporting systems
- Keep apprentice and company data updated in relevant CRM and management systems
- Assist with updating handbooks and documents, including training materials

- Analyze recruitment and apprenticeship data; distribute and track apprentice and company surveys
- Maintain file integrity and confidentiality, monitor records and assure compliance
- Assess and elevate program efficiency and effectiveness through documentation, system and process improvements
- Research events and organizations that can facilitate Apprenti outreach and recruitment
- Liaise to community partners as required

**Managerial**
- Manage at least one Program Coordinator to support activities associated with candidate recruitment, screening, and apprentice management
- Ensure work product of coordinators meets employer demands and adheres to compliance standards
- Maintain and develop strong employer relationships; process and fulfill employers' apprentice requests; address employer issues and concerns
- Maintain all required documentation for DOL, grant reports, and Apprenti leadership
- Support employer prospecting; present and share information with current and potential employers

**Other**
- Actively engage with the team to advance program mission and meet outcomes
- Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization
- Exercise initiative and independent judgment in performing duties; apply judgment to resolving problems
- Assist team with special projects and other duties as needed

**Required Qualifications**
- 3-5 years of program execution experience
- Bachelors degree strongly preferred
- Must be highly detail-oriented, accurate, motivated, proactive, and able to meet deadlines
- Able to plan, prioritize and complete tasks with minimum supervision
- Excellent written, verbal and interpersonal communication skills in a business environment with attention to detail
- Strong customer service skills, organizational skills and a positive attitude focused on solutions
- Strong analytical skills
- Experience working with multiple stakeholders including government, education and private sector
- Proficient using technology as a management reporting tool and experience working with information technology systems
- Experience working with a high-performance, collaborative, constructive peer group
- Personal qualities of integrity, credibility, and a commitment to, and passion for, working in a mission driven organization

- Experience working with military and diverse populations

**Preferred Skills**
- Experience working with education or apprenticeship programs
- Experience with Salesforce
- Experience working with a remote team and remote management

**Additional Information**
- Position is full-time with benefits
- Work is performed in a standard office environment
- Satisfactory completion of a background check is required
- Salary will be commensurate with experience

***Qualified 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.