

Greater Cleveland Partnership

Position Description

POSITION TITLE: Program Manager, Tech Talent

TEAM : Talent

REPORTS TO: Director, Tech Talent

FLSA CLASSIFICATION: Exempt

POSITION SUMMARY:

The Program Manager, Tech Talent is responsible for the development, coordination, and implementation of middle and high school career exposure programming, work-based learning, and education to employment pathways aligned to the IT workforce domain. The Program Manager will manage programs and a wide array of relationships whereby they demonstrate a high-level of customer service skills, including empathy, active listening, positive attitude, and responsiveness and effective communication with internal and external partners and stakeholders.

ESSENTIAL FUNCTIONS:

The position will provide program management support and project management for tech talent portfolio of middle and high school programs including exposure and exploration activities shadowing, internships, and work-based learning experiences. Centering equity in the work, the position will ensure that program deliverables, resources, and timelines are properly aligned to successfully impact participation of students traditionally underrepresented in tech.

- Manages the implementation, enhancement and evaluation of all middle and high school tech talent initiatives including signature programs such as Passport to IT Careers, Career Conversations, and Discover IT.
- Implements strategies to increase the program participation of students traditionally underrepresented in tech / IT
- Coordinates work-based learning experiences (including shadowing and internship placements) with partner employers.
- Support involvement of and establish, sustain, and grow relationships with key stakeholders from and partners with the Cleveland Metropolitan School District, Greater Cleveland Career Consortium, first-ring (Cuyahoga County) districts as well as districts in in Geauga, Lake, Lorain, and Medina counties.
- Facilitates and manages ongoing coordination of marketing and communications requirements for middle and high school programs and related digital assets with applicable staff and third-party vendors. Requirements include:
 - Creation of outreach and promotional plans to reach target audiences.
 - Production of online forms, program collateral, and other content.
 - Writes summaries and articles of programs/events for newsletters and other GCP communications platforms.
- Develops program agendas, pre- and post-program/event survey materials, and contributes to related grant reports.

- Manages all engagement and performance/outcome data for assigned programs, employers, and key stakeholders and partners including CRM system, departmental/internal databases as well as select external systems.

EDUCATION AND EXPERIENCE

- 3 – 5 years of relevant program/project management experience with a focus in education, career pathways, youth development, experiential learning, work-based learning, volunteer management, and/or STEM programming
- Bachelor's degree in education, business, and/or communications

REQUIRED SKILLS:

- Proficiency in time management with strong organizational skills
- Process and detail oriented with the ability to work in a continuously evolving work environment
- Ability to interact collaboratively in a team environment
- Ability to inform, influence, and motivate
- Capacity to generate ideas, initiate, create a plan for, and follow-through on projects independently
- Excellent customer service skills - empathy, active listening, positive attitude - with a wide variety of stakeholders
- Intermediate level of proficiency in Microsoft Office 365 Suite and video conferencing technologies (Teams/Zoom) required
- Excellent written/oral communication including demonstrated copy writing and/or content development capabilities
- Appreciation and understanding of issues related to economic inclusion and equity, particularly the economic inclusion of people of color

PHYSICAL REQUIREMENTS:

- May be required to work more than 8 hours during a workday
- Sitting for long periods of time
- Limited travel/driving required
- Significant manual dexterity for keying in data for long periods of time

SCHEDULING REQUIREMENTS:

- Must be available to work occasional off-hours
- Must be available during standard business hours
- Incumbent has the flexibility to schedule activity with the approval of supervisor
- Aspects of this position may be performed from a remote location with the approval of supervisor