

Position Description

Project Management Assistant

David P. Weikart Center for Youth Program Quality

A division of the Forum for Youth Investment

TITLE: Project Management Assistant

SUPERVISOR: Training Coordinator

PURPOSE: The David P. Weikart Center for Youth Program Quality, a division of the Forum for Youth Investment, seeks a Project Management Assistant (PMA) to support project managers who provide services to out-of-school time (OST) clients, as well as project design and management processes. This includes: coordination of project timeline events such as live and online training and technical assistance; coordination of logistics; prep and delivery of materials related to live and online training and technical assistance; design and editing of new products and training materials; web updates; record-keeping of data in CRM software; and maintenance of client records and relationships. Support the internal teams through maintenance of existing and development of new systems and protocols. The ideal candidate will blend superior administrative, organizational, detail-oriented, and logistical skills with experience in and a passion for the youth development field.

Organization & Project Background

The Forum for Youth Investment is a nonprofit, nonpartisan "action tank" dedicated to helping communities and the nation make sure all young people are ready by 21: ready for college, work and life. Informed by rigorous research and practical experience, the Forum forges innovative ideas, strategies and partnerships to strengthen solutions for young people and those who care about them. A trusted resource for policy makers, advocates, researchers and program professionals, the Forum provides youth and adult leaders with the information, connections and tools they need to create greater opportunities and outcomes for young people.

The Forum includes a number of centers and partnerships, including the **David P. Weikart Center for Youth Program Quality**, Big Picture Approach Consulting, the Children's Cabinet Network and SparkAction. The core work of the Forum is helping leaders, organizations, partnerships and systems – at the local, state and national levels – assess, improve and align their practices and policies.

In 2008, the Forum created the Weikart Center to build the capacity of public and private agencies to implement quality improvement and performance systems that simultaneously foster professional learning and whole-child development to improve social sector outcomes. The Weikart Center has become a fast-paced, dynamic unit that pursues an ambitious and strategic agenda of research, design and demonstration. The Center's core products and services are currently used in over 4,500 out-of-school time settings nationally and form the basis for quality improvement systems in over 140 publicly and privately funded systems. For more information, visit www.cypq.org.

The Forum is a thriving organization with an annual budget of approximately \$8.16 million and more than 45 staff. While the Forum overall is funded by a mix of foundations and corporations with a growing fee-for-service contract base, the Weikart Center is funded predominantly (80+%) by fee-for-service contracts. For more information, please visit <http://www.forumfyi.org/>

Position Responsibilities

- **Training Logistics:**
 - Assist with coordination and delivery of technological services, training and materials shipments and related record-keeping.
 - Efficiently fulfill client requests for training materials and other materials orders, as well as orders from the online store.
 - Plan, prep and provide appropriate support for live training events and meetings.
 - Process trainee memoranda of understanding (MOUs) in coordination with the Capacity Building Training Specialist and manage hard copy and electronic files.
- **Project Management Support:**
 - Maintain positive client relationships and communicate effectively with out-of-school time (OST) stakeholders, as well as external partners and internal staff.
 - Support management of projects through development of project timelines and task sets, coordination of delivery of routine training and related follow-up, technical assistance, routine updates and information for clients.
 - Effectively coordinate communications between the project managers, clients and field consultants. The PMA should be adept at conveying and updating information to a variety of audiences in person as well as via phone/email/IM/memos.
 - Support client contracting and invoicing processes through coordination and communication of audit and billing schedules with the finance and operations unit.
 - Maintain client sales records, such as new leads, projected revenue and contact information using CRM software, plus run regular reports and develop dashboards.
- **Product and Training Development Support:**
 - Edit and format documents, slides, reports and other materials using the Weikart Center's templates and style guides.
 - Update website as assigned.
- Support the development of and updates to organization-wide protocols and procedures.
- Other duties as assigned.

Performance/Character Requirements

The successful applicant will have a strong administrative background and polished communication skills, and will be a highly motivated, organized, technologically and statistically savvy and client-focused person who meets deadlines and is very effective in time management and attention to detail.

Qualifications

A Bachelor's degree and/or significant related experience and interest in youth development are required. In addition, the ideal candidate should:

- Possess excellent time management, communication, organizational skills and high attention to detail.
- Be proficient with a variety of technologies, including: the advanced features of Outlook, Microsoft Office Suite (Excel, Word, and PowerPoint), as well as communication products, such as meeting schedule portals (e.g., Doodle), web-based conferencing tools (e.g., Zoom, ReadyTalk, GoToMeeting), email marketing software (e.g., Constant Contact),

web design (e.g., WordPress, HTML, etc.) and social networking applications. Adobe InDesign and Photoshop experience helpful but not required.

- Work well, be flexible and able to effectively prioritize under pressure.
- Anticipate and communicate potential problems when support is needed.
- Exhibit effective and courteous verbal communication skills and must employ proper spelling, grammar and punctuation in all written correspondence.
- Have a demonstrated ability to deliver superior client service.

Working Environment

Flexibility is required to adapt to the dynamic work environment of a small non-profit research and consulting organization that has national clients and exposure. The climate is informal but mission-driven. Excellence is valued in every position. The position will be based in the Weikart Center's Ypsilanti, Michigan office. Minimal travel is anticipated for this position.

Position & Compensation

The salary range, duties and responsibilities of this position meet the requirements of Section 13 (a) (1) of the Fair Labor Standards Act and therefore it qualifies as an "exempt" position. The Project Management Assistant will be based in the Weikart Center's Ypsilanti, MI office.

Please send resume and cover letter with salary requirements to: jobs@cypq.org. Applications will be reviewed on a rolling basis. If your application is selected for an interview, you will be contacted directly. No telephone calls or inquiry emails, please.

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The Forum for Youth Investment is an Equal Opportunity Employer and drug-free workplace, and complies with ADA regulations as applicable. All applicants are considered for all positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, severe/morbid obesity, medical condition, military/veteran status, genetic information, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local laws