

Position Description

Project Management Assistant

David P. Weikart Center for Youth Program Quality

TITLE: Project Management Assistant

SUPERVISOR: Field Services Director

PURPOSE: The Project Management Assistant (PMA) supports routine delivery of 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

Founded in 1998, the **Forum for Youth Investment** is a national nonprofit, nonpartisan “action tank” committed to changing the odds that all children and youth are ready for college, work and life. The Forum connects leaders to ideas, services and networks that can help them make more intentional decisions that are good for young people, even in the face of limited resources. It helps leaders who are trying to improve & align policies, plan & partner for impact, and/or strengthen programs & adult practice across all the systems and settings where young people spend time.

In 2008, the Forum created the **David P. Weikart Center for Youth Program Quality** to strengthen programs and adult practice by building the capacity of public and private agencies to implement quality improvement and performance systems that simultaneously foster professional learning and whole-child development. The Weikart Center’s research-based 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. The Weikart Center empowers education and human service leaders to adapt, implement, and scale best-in-class, research-validated, quality-improvement systems to advance child and youth development.

The Forum is a thriving organization with a budget of over \$10 million, a staff of 48 and headquarters in Washington DC. This position is based in Ypsilanti, Michigan, at the headquarters of the Weikart Center. The Center has an annual budget of over \$4 million and a staff of 24. While the Forum overall is funded by a mix of foundations and corporations with a growing fee-for-service contract base, the Weikart Center’s budget is funded predominantly (80+%) by fee-for-service contracts. For more information, please visit <http://www.forumfyi.org/>.

Position Responsibilities

- **Project Management Support**
 - Maintain positive client relationships and communicate effectively with out-of-school time (OST) stakeholders, external partners, and internal staff.
 - Working with project and portfolio managers, 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.
 - Support client contracting and invoicing processes through coordination and communication of audit and billing schedules with the finance and operations team.
 - Use CRM software to maintain client sales records, such as new leads, projected revenue, and contact information; run regular reports and develop dashboards.
 - Lead client relationship/project management and delivery, as assigned.
- **Training Logistics**
 - Assist with coordination and delivery of online services.
 - Efficiently fulfill client requests by preparing and/or coordinating shipments of training materials and other materials orders, as well as orders from the online store, with accurate record keeping.
- **Product and Services Improvement, Design & Delivery Support**
 - Edit and format documents, slides, reports and other materials using the Weikart Center's templates and style guides.
 - Support systematic roll-out of new/updated products and services.
- Support the development of and updates to organization-wide protocols and procedures.
- Support organizational communications tasks as assigned.
- 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 in education, social work, youth development, public administration, educational policy or a relevant social science discipline and/or 1-2 years of professional or volunteer experience, ideally in a youth development organization or setting, are required. In addition, the successful candidate will:

- Be interested in child and youth development.
- Demonstrate the ability to deliver superior client service.
- Possess excellent time management, organizational skills and high attention to detail.
- Exhibit effective and courteous verbal & written communication skills (e.g., must employ proper spelling, grammar and punctuation in all written correspondence).
- Be proficient with a variety of technologies, including: the advanced features of Microsoft Office Suite (i.e., Outlook, 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), and social networking applications. Familiarity with email marketing software (e.g., Constant Contact), web design (e.g., WordPress, HTML, etc.), Adobe InDesign, and Photoshop are helpful but not required.

- Work well under pressure and have the ability to be flexible and to effectively prioritize.
- Anticipate and communicate potential problems when support is needed.

Working Environment

The position will be based at the Forum's Ypsilanti, Michigan office. Minimal travel is anticipated. 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.

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.

To Apply

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 committed to creating a diverse work environment and is proud to be an Equal Opportunity Employer and drug-free workplace, and to comply 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. We encourage individuals of all backgrounds to apply. If you are a qualified candidate with a disability, please email us at jobs@cypq.org if you require a reasonable accommodation to complete your application.