



Position: Program Director

Location: Detroit City, MI

Reports to: Executive Director

Manages: Staff of 5-7

Background:

NPower is a high-performing leader in providing pathways to successful digital careers for youth from underserved communities and veterans across the US and Canada. NPower's award winning training programs use curriculum informed by senior industry leaders and labor market trends. On average, NPower graduates 85% of enrolled students, places 100% of graduates in paid internships and has over an 80% rate of success for employment or continued education within 6 months of graduation. Notable corporate partners include Under Armour and TD Ameritrade, Symantec, Cisco, Bank of America, Citi, CBS, JPMorgan Chase, and HP.

We address many of the primary barriers that our young adult community confront. Beyond free technical classes, our career training programs provide in-demand certifications within weeks, paid internships, professional networking and mentorship with business leaders, soft skills coaching, connection to social services, job placement assistance, transit assistance and an opportunity for graduates to give back to the program via our professional volunteer network. We provide ongoing career coaching, advanced certifications, and leadership development for our alumni, ensuring that we are developing true pathways for long-term success for our students.

Position Summary:

Reporting to the Executive Director the primary responsibility is to ensure the success of the Detroit City region. This position will be responsible for managing the daily operations and results of the program which includes: management of staff; student enrollment and recruitment; obtaining IT internships and job placements for students; alumni support; supporting corporate volunteer initiatives; and the integrity of reporting and results.

This is an exciting time to be joining the organization. NPower was established in 2001 and is currently undergoing a period of exceptional growth. We are seeking a seasoned leader in Detroit City to help propel the organization into this new chapter and further improve our free technology training and career support for underserved young adults.

Program Management/Administration

- Directly supervise (with support of Executive Director) all Detroit staff
- Manage the daily operations of the site, staff, students (young adults), equipment, etc.
- Establish and implement operational procedures and long-term plans for the site based on the templates provided by the network
- Assist Regional Director and Network team in analyzing program outcomes; use data to inform program changes
- Oversee instruction/curriculum (in coordination with Instructor), internship cycle/job placement (in coordination with Career Specialist), and all program initiatives
- Manage student disciplinary process and recommend withdrawals/dismissals
- Develop and maintain relationships with community-based and youth development service organizations for student recruitment and placement purposes
- Oversee program coordination of student resources (professional clothing, transportation vouchers, housing, etc.)
- Research and implement workforce development, technology training, and career development best practices



Recruitment & Admissions:

- Develop and execute, with Recruitment and Admissions Manager, a strategic recruiting plan for program participants
- Manage student recruitment and admissions process which include: recruitment cycles, application processes, etc.
- Develop and maintain relationships with feeder organizations and youth development organizations, including presenting the program to such organizations

Internship and Job Development:

- Develop and execute, with Career Placement Manager, strategic plan to source internships and jobs for students and alumni
- Develop strong job sourcing relationships to assist with alumni placement

Program Evaluation, Reporting, & Communication:

- Ensure completeness and accuracy of data input supporting key metrics (student performance, growth, track acceptance, graduation, placement, and retention rate of students)
- Provide feedback regarding students' professional and technical skill sets to ensure they are on track to competently handle job responsibilities upon placement

Other Activities:

- Responsible for managing graduation ceremony event logistics and details including; guest lists and RSVPs, student rehearsals prep, promotions, among others areas.
- Represent NPower positively in the community at all times
- Fill in for Executive Director in his/her absence
- Support Executive Director in identifying and cultivating sponsors and planning and executing student related events (e.g. graduation and alumni activities)
- Collaborate with other NPower Program Directors to identify and deploy best practices
- Support marketing efforts with case study identification and other content
- Become familiar with and identify opportunities to support NPower's skilled volunteering program.
- Speak/present in small and large group settings, corporate presentations and/or conferences.

Candidate Requirements:

- Significant program management experience, ideally in workforce development, young adult underserved populations, and/or urban communities
- Significant experience supervising staff and leading teams, including experience hiring, training, and evaluating staff
- Significant organizational and communication skills with excellent attention to detail/follow through
- Excellent relationship building and interpersonal skills
- Demonstrated ability to use good judgment and make good decisions



- Demonstrated ability to work as a team player
- An effective leader who is able to identify opportunities, recommend improvements, and consistently serve as an example that the staff and students should follow
- Bachelor's degree in sociology, education, technology, English, business, public policy/administration, or related discipline preferred
- Experience in one or more of the following fields helpful but not required: workforce development), human resources, IT staffing, or social services
- Nonprofit management experience

Compensation:

Commensurate with experience

How to Apply:

Please submit a cover letter and resume via email by:

humanresources@npower.org

Resumes without cover letters will not be accepted.

As an equal opportunity employer, NPower encourages diversity and does not discriminate in employment on the basis of age, race, color, creed, gender, religion, marital status, national origin, disability, or sexual orientation.