

## Job Description

### Manager, Community and Research

#### About NYCETC

**Mission:** The New York City Employment and Training Coalition (NYCETC) is the city's association for the workforce development community. Founded in 1997 as the membership organization for New York City workforce providers, NYCETC has played a vital role in the workforce community by advancing policy priorities and convening the sector to build capacity by sharing information and best practices. Currently, we support over 170 workforce providers, colleges and universities, and labor unions that provide job training and employment services to nearly 600,000 New Yorkers.

#### Values

- Access and Equity: Ensure that every New Yorker gains the skills needed to earn a meaningful income.
- Market-Driven Talent Development: Build strong ties with the business community to invest in employment pathways that grow a diverse & expanded workforce in the innovation economy.

#### About The Position

- Position Location: New York, NY
  - Due to COVID-19 and travel restrictions, the position may indefinitely be conducted remotely.
- The position is paid and full-time (40 hours per week) under the supervision of the Vice President.

#### Responsibilities

Duties may include the following:

- Be the primary point of contact for members and will work to create a welcoming, inclusive, vibrant, and supportive environment that contributes to their success and happiness.
- Grow and retain an inclusive and thriving membership community
- Lead marketing and sales efforts to attract a diverse and inclusive community of members while also ensuring a productive work space and a strong sense of community
- Work closely with the Vice President to:
  - Build, implement, and manage a CRM platform
  - Continually implement and refine systems for supplies, technology, people management that improve member experience and/or streamline internal organizational operations to provide support and services

#### Responsibilities (details)

- Ensure quality experience and high member satisfaction
- Manage membership business unit (revenue, expenses & metrics)
- Assist Vice President in building various sales and management platforms
- Develop and implement marketing campaigns to grow a diverse and inclusive membership
- Generate leads & drive sales for membership
- Organize tours & outreach for new member recruitment
- Oversee individual and group member orientation and onboarding

- Manage member intake and invoicing via membership management platform
- Foster community culture through individual relationships and member programming
- Proactively communicate with members and respond to requests. Troubleshoot as needed.

### The Ideal Candidate

- Enthusiastically host members and create a strong sense of community and belonging within the space and organization
- Be naturally gregarious, collaborative, empathetic and energized by working with people
- Be passionate about New York, workforce development, helping people realize their potential, or some combination of the three will also make a great candidate.

### Core Competencies

#### Essential Skills

- Must be energized by working with people
- Willingness to address issues directly and respectfully with individual members for the greater good of the membership community
- Experience with recruiting, hiring, and training long-term volunteers
- Able to work independently and coordinate effectively with a small but agile team
- Ability to devise projects, delegate responsibilities and see projects through to completion
- Ability to manage multiple projects at once in a busy and fast-paced work environment
- Strong organizational skills with exceptional attention to detail
- Skilled at managing multiple people and priorities
- Clear, positive, and professional communicator
- Entrepreneurial attitude. No problem is too big or too small to tackle.
- Collaborative attitude with a desire to work within a small and agile team to build a strong organization and supportive ecosystem for changemakers.
- Innovative in developing solutions, willingness to take on tasks outside of job description
- Knowledge of the workforce ecosystem and social innovation sector in New York is preferred, but not necessary
- Experience in customer service or sales is a plus, but not required

#### Communication

- Speaks and writes clearly and effectively
- Listens to others, correctly interprets messages from others and responds appropriately
- Asks questions to clarify, and exhibits interest in having two-way communication
- Tailors language, tone, style and format to match the audience
- Demonstrates openness in sharing information and keeping people informed

#### Teamwork

- Works collaboratively with colleagues to achieve organizational goals
- Solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others
- Places team agenda before personal agenda

- Supports and acts in accordance with final group decision, even when such decisions may not entirely reflect own position
- Shares credit for team accomplishments and accepts joint responsibility for team shortcomings

#### Salary And Benefits

- Salary will be determined according to a salary scale which takes into account years' experience, but is expected to be \$50,000-\$60,000.
- We have a generous benefits package, including health insurance, dental insurance, 20 vacation days per year, 15 sick days per year, 12 paid holidays per year, contributions to individuals' 401K plans and TransitChek option.

#### Work Experience and How to Apply

- Applicants are required to have 3-5 years of professional work experience.
- Languages: Fluency in English is required. Fluency in Spanish is desirable.
- Assessment: Potential candidates will be contacted by the hiring manager directly for further consideration.
- A Cover Letter, Resume and LinkedIn Profile is required. Please email materials with the subject line "Community and Research Manager - [Your Full Name] to Annie Garneva at [AGarneva@nycetc.org](mailto:AGarneva@nycetc.org). Incomplete applications will not be reviewed.

#### The Cover Letter Must Include

- List the IT skills, software development and programs that you are proficient in
- Language fluencies
- Explain why you are the best candidate for this role