



Philadelphia Youth Network, Inc. Job Description

Job Title: Quality Assurance Supervisor		Location: 400 Market Street, Suite 200
Division: External Relations		Department: Program Operations
Reports to: Associate, Operations		Date Posted: 1/17/2019
Benefits: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	Hours: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Type of Position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time Temporary <input checked="" type="checkbox"/> Seasonal <input type="checkbox"/> Intern

About the Philadelphia Youth Network:

The Philadelphia Youth Network (PYN) is a solutions-builder forging together significant players to alleviate a root cause of poverty by preparing 12-24-year-olds to become productive working adults. Our work is grounded in the understanding that young people need access to both education and employment, proven factors in being prepared for a career. With a track record of increasing impact, PYN funds and brokers action with the right partners to collectively address barriers. PYN constructs systems to create change, while innovating to meet evolving needs. Together with our partners, PYN dramatically changes the trajectory of individuals' lives by giving voice to underserved youth, and ultimately creating a pipeline for an educated, engaged workforce. For more information, visit www.pyninc.org.

About the Program Operations Department:

The Program Operations (PO) team ensures that PYN's programmatic and operational strategies are implemented with fidelity and supported through the planned lifecycle. As a conduit for local, regional, and national best practices, the PO team integrates a continuous improvement approach to ensure that programs are managed, operated, and evaluated at a high-level, enhancing and strengthening the impact of programming on youth in Philadelphia. The PO team works in partnership with stakeholders who invest in the youth workforce system and sub-contractors who directly serve the youth.

General Description:

The Quality Assurance Supervisor is part of a seasonal team designed to support the implementation of summer employment programming on behalf of WorkReady Philadelphia. The Quality Assurance Supervisor is the lead coordinator for Summer Programming operations around youth and worksite files, securing the safety of personal identifying information, and preparing the systems for program implementation, and working closely with PYN full-time staff to support day-to-day summer program implementation for upwards of 8,000 young people between April and August.

- Staff Supervision
- Relationship Building
- Operations
- Data Governance
- Reporting

Essential Functions:

Staff Supervision

- Provide support to full-time staff
- Support on-boarding and training of seasonal specialist teams
- Provide day to day supervision of seasonal specialist team
- Coordinate activities and timelines of seasonal specialist team

Relationships

- Develop and maintain relationships with stakeholders
- Collaborate with other internal PYN teams to perform daily tasks

Operations

- Point person for summer adherence to PYN's Administrative and Compliance Policies, Process and Procedures (PPP) for eligibility
- Schedule meetings with Associate, Operations and Director, Program Operations to discuss any challenges reported
- Point person for summer troubleshooting
- File accountability

Data Governance

- Point person regarding data quality issues regarding youth information data is validated with supporting documentation; Name, Date of Birth, SSN, and Address, City, State, Zip
- Track data with efficiency and detail
- Clearances for youth and worksite supervisors
- Enter information into necessary database(s)

Reporting

- Coordinate the design and use of various reports and communication strategies across departments
- Provide updates on status of worksites and job, number of youth enrolled, number of youth to be enrolled against slot levels, number of youth placed, number of youth to be placed against slot levels, etc.

Overall

- Perform other duties as assigned
- Serve as an example of professionalism for youth applicants through in-person interactions, over the phone, and in written communication

Education, Experience & Skills Required:

- Bachelor's Degree preferred; some post-secondary education required
- Experience convening, leading, and supervising diverse teams
- Demonstrated ability to manage multiple projects in a high paced environment which includes being highly self-motivated and disciplined; able to take ownership and drive projects through to completion
- Demonstrated success collaborating with other educational, social, workforce, or governmental systems
- Ability to design and implement systems necessary to gather, maintain, and analyze statistical data and generate reports
- Willingness to engage, learn and grow continuously
- Excellent problem-solving skills and the ability to take ownership and drive responsibilities through to completion.
- Demonstrated ability to work effectively under pressure and handle multiple simultaneous tasks and demands.
- Demonstrated ability to work independently, prioritize projects, be flexible and initiate follow-through with attention to detail and a high level of accuracy.
- Develop and maintain effective working relationships
- Provide effective and responsive service to department customers
- Ability to employ flexibility and creativity in the face of ambiguity and challenge.
- Strong verbal and written communication skills.
- Strong interpersonal skills.
- Excellent customer service skills.
- Ability to use personal computer for word processing, database management and presenting presentation materials; proficiency in Microsoft Windows & Office and ability to integrate technology into operations.
- Successful completion of background checks (PA state criminal, Department of Public Welfare Child Abuse, and F.B.I. fingerprinting).

Interested candidates should send a cover letter and resume to jobopps@pyninc.org.