

Position Description

Project Management Assistant

David P. Weikart Center for Youth Program Quality

An operating unit of the Forum for Youth Investment

TITLE: Project Management Assistant

SUPERVISOR: Senior Manager, Field Services

SUMMARY: The Project Management Assistant (PMA) will partner with project managers to provide services to out-of-school time (OST) clients through support of the project design and management processes. This includes: coordination of project timeline events such as live and online training and technical assistance, record keeping of sales data in CRM software, logistical support, and maintenance of client records and relationships. Support the team internally through maintenance of existing and developing 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. The position will be based in the Weikart Center's Ypsilanti, Michigan office.

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 manages 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.

The Weikart Center is a fast-paced, dynamic unit that pursues an ambitious and strategic agenda of research, design, and demonstration. The Center's mission is to support 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 Center's core products and services are currently used in over 4,000 out-of-school time settings nationally and form the basis for quality improvement systems in over 105 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

- Maintain positive client relationships and communicate effectively with 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.
- Assist with coordination and delivery of technological services, technical services, training and materials shipments and related record keeping.
- Maintain client sales records, such as new leads, projected revenue, and contact information using CRM software, plus run regular reports and develop dashboards.
- Support client contracting and invoicing processes through coordination and communication of audit and billing schedules with the finance & operations unit.
- Lead client relationship/project management and delivery, as assigned.
- Format documents, slides, reports, and other materials using the Weikart Center's templates and style guides.
- Support the development of organization-wide protocols and procedures.
- Perform other duties as assigned, including some administrative tasks.

Performance/Character Requirements

The successful applicant will have a strong administrative background and polished writing skills. Preferred candidates 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:

- Exhibit effective and courteous verbal communication skills and must employ proper spelling, grammar and punctuation in all written correspondence.
- 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., Meeting Wizard, Doodle), web-based conferencing tools (e.g., ReadyTalk, GoToMeeting), email marketing software (e.g., Constant Contact) and social networking applications.
- 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. 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 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.