



**JOB POSTING**  
**KindWork Customer Experience Fellowship**  
**Lead Instructor**

**Employee Type:** Full Time  
**Position:** 35 hrs/week

**Title:** Lead Instructor, KindWork  
**Status:** Exempt

Brooklyn Workforce Innovations (BWI, [www.bwiny.org](http://www.bwiny.org)) is a non-profit, Brooklyn-based workforce development organization that changes the lives of over 900 New Yorkers each year. We seek to develop job training programs that counter prevailing market inequalities, especially those based on race and gender, and contribute to a broader movement for economic justice. These programs prepare individuals for careers in commercial driving, customer experience roles at tech-enabled companies, voice and data cable installation, TV and film production, post-production, skilled woodworking, and other career pathways through our customized training program. In addition to free skills training, we provide access to credentials and job readiness, followed by job placement and career advancement support.

**KindWork Customer Experience Fellowship Overview**

We provide in-depth career skills training and a path to otherwise inaccessible careers at tech-enabled companies for low-income, unemployed, and underemployed young adults. Our comprehensive Customer Experience Fellowship includes: (1) full-time five to seven weeks of training that prepares low-income young adults experiencing barriers to employment for roles in Customer Experience, Customer Support, and Customer Success at tech-enabled companies (2) personalized job placement services via our network of employer partners and a supported job search process (3) one year of post-placement career coaching and education programming. The KindWork team conducts three to four cycles of the Fellowship annually.

**Responsibilities:**

As the Lead Instructor, you will join a small, committed team who are passionate about helping young people launch meaningful careers in the tech sector. You will be primarily responsible for instructional delivery, curriculum planning, and coaching. You will also work closely with the Program Director, Head of Industry Partnerships and Career Services, and Program Manager to ensure the program achieves critical job placement and career development outcomes.

- Facilitate virtual and in-person classroom instruction in a way that is highly engaging, fosters a strong classroom culture, and is tailored to the young adult audience.
- Deliver and design career readiness, technical, and customer support career-specific instruction, which includes content on Effective Interviewing, Google Sheets, Zendesk, Intercom, and more.
- Demonstrate proficiency in these CRM systems to effectively teach their use in customer experience roles.
- Check for skills mastery through rigorous grading and provide thoughtful feedback that solves performance and learning challenges.
- Stay updated on the latest features and best practices for Zendesk, Intercom, and other relevant CRM systems to ensure the curriculum remains current and relevant.
- Offer additional learning and coaching support to participants outside of training through office hours, small groups, and one-on-one meetings.
- Stay abreast of industry trends by actively participating in additional training and conducting ongoing research.

- Incorporate newly acquired knowledge into the curriculum, ensuring that the classroom content remains current and relevant, fostering an environment of innovation and adaptability within the instructional approach.
- Lead weekly curriculum meetings to inform the program team about upcoming lessons and action items.
- Other duties as assigned

### **Qualifications**

- Enthusiasm and respect for working with low-income younger adults with barriers to employment.
- Strong commitment to the missions of BWI and partner organizations
- 2+ years of experience in virtual and in-person facilitation roles in education, career development, corporate L&D, or professional settings.
- Demonstrated proficiency with virtual facilitation, using unique features of classroom technology to sustain learner engagement.
- Preferred proficiency in Google Workspace and experience with CRM systems, particularly Zendesk and Intercom, is highly desirable.
- Excellent verbal and written communication skills.
- Strong time management skills; ability to multitask, flex, think on your feet, and perform effectively under time constraints.
- Experience coaching, guiding, and instructing individuals and groups in a professional setting
- Flexibility to work in person as needed during training cycles
- Occasional evening and weekend availability required for grading student work

### **Compensation & Benefits:**

The Annual Salary is \$70,000.00 to \$75,000.00, depending on relevant expertise and experience. BWI offers an excellent benefits package, including health and dental insurance after 60 days of employment, life insurance, an employee retirement savings plan, a flexible spending account, and generous vacation, holidays, personal days, and sick leave. There is also an employer retirement plan after three years of service.

BWI maintains a fun and inclusive office culture, welcomes casual attire, and offers reasonable flexibility in work schedules. Eligible for up to two days of remote work per week, with supervisor approval (full-time, in-person work will be required during portions of the year, based on program training schedules). **Workplace Health/Safety policy states that all new hires are required to be fully vaccinated against the COVID-19 virus.**

**To Apply:** Submit cover letter, resume, and salary expectations to Shani Watler, KindWork Program Director at [shani@kindwork.org](mailto:shani@kindwork.org) by June 20, 2025. See cover letter prompts below.

1. **Facilitation & Engagement Experience:** Describe a specific example of facilitating training for young adults or similar populations. What strategies did you use to maintain engagement and adapt when participants faced learning challenges?
2. **Tech-Enabled Customer Experience Knowledge:** Explain your experience with CRM systems like Zendesk or Intercom. If unfamiliar with these tools, describe how you'd approach learning and teaching new customer support technologies
3. **Mission Alignment & Participant Connection:** Describe your experience or commitment to supporting low-income young adults facing employment barriers. What draws you to this work, and how do you build trust in educational settings?

***BWI is an equal opportunity employer.***

***People of color, community residents, and women are strongly encouraged to apply.***