



Lead Instructor

KindWork Customer Experience Fellowship

Employee Type: Full Time

Title: Lead Instructor, KindWork

Position: 35 hrs/week

Status: Non Exempt

Brooklyn Workforce Innovations (BWI, www.bwiny.org) is one of New York City's most prominent and impactful workforce development non-profit organizations. BWI is Brooklyn-based but works to change the lives of more than 900 low-income jobless New Yorkers from throughout the five boroughs each year by offering them the skills training and support they need to launch lasting careers. We seek to develop programs that counter prevailing market inequalities, especially those based on race and gender, and contribute to a broader movement for economic justice. BWI offers the KindWork Customer Experience Fellowship through a close collaboration while the organizations pursue a strategic merger.

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 six-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 runs three cycles of the Fellowship per year currently with plans to grow to four cycles a year.

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 Fellows throughout the program. You will also work closely with the Managing Director, Program Director, and Program Coordinator to ensure the program is achieving critical job placement and career development outcomes.

Instruction (Primary)

- Facilitate virtual and in person classroom instruction in a way that is highly engaging, builds a strong classroom culture, and is appropriate for the young adult audience
- Design and develop new content and learning solutions and improve existing lesson plans
 - Note: An existing curriculum is in place currently, however, frequent updates and iterations are required
- Deliver technical and customer support career-specific instruction which includes content on Google Sheets, Zendesk, and Intercom
 - Note: Knowledge of these tools is not required but applicants must have the

willingness to learn them and act as a systems administrator for training software with support from the Program Coordinator

- Check for skills mastery through rigorous grading and provide thoughtful feedback that solves performance and learning challenges with support from program staff
- Offer additional learning and coaching support to participants outside of training through office hours, small groups, and one-on-one meetings.

Coaching & Job Placement (Primary)

- Manage a roster of active job seekers in the post-training phase under the direction of the Program Director. This includes maintaining and tracking communication at a regular cadence, ensuring each graduate has a successful job search, and secures a sector-based role as quickly as possible.
- Work closely with Program Director on improving programming for career readiness and supporting job seekers and alumni.

Other Responsibilities (Secondary)

- Support program recruitment efforts by participating in recruitment activities and screening interviews when needed
- Other duties as assigned

Qualifications

- 2 or more 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
- 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
- Enthusiasm and respect for working with low-income younger adults

Compensation & Benefits: \$60,000 - \$65,000 per year. BWI offers an excellent benefits package including health and dental insurance after 60 days of employment, life insurance, employee retirement savings plan, flexible spending account, and generous vacation, holidays, personal days, and sick leave. Employer retirement plan after three years of service.

BWI maintains an inclusive and fun office culture, and offers reasonable flexibility in work schedules. Eligible for up to two days of remote work per week, with supervisor approval. Workplace Health/Safety policy states that **all new hires are required to be fully vaccinated against the COVID-19 virus.**

To Apply: Email resume and salary expectations to Kate Doyle, KindWork Managing Director at kdoyle@bwiny.org by **November 30, 2022**. Only applications with a resume and salary request will be considered. No phone calls, please.