



## **Contracts and Beneficiary Support Specialist Job Announcement**

**Employee Type:** Full-Time

**Position:** 35 hours/week

**Unit:** BWI Contracts and Operations

**Status:** Exempt

Brooklyn Workforce Innovations (BWI, [www.bwiny.org](http://www.bwiny.org)) –a non-profit, Brooklyn-based workforce development organization – seeks a key member of the Contracts and Operations team that will help ensure the smooth operation and continued improvement of BWI’s performance-based contracts while working with BWI’s diverse and dynamic program teams to play a critical role in connecting training beneficiaries to resources that will help them persist through training and transition into the workforce.

This position will require regular interaction with BWI’s trainees, coordination with BWI’s program teams, and meticulous data collection and record keeping. The specialist will report to the Director of Contracts, People, & Operations.

BWI changes the lives of hundreds of jobless New Yorkers each year by offering them the skills and support they need to launch lasting careers. BWI’s skills training programs are nationally renowned for being among the most effective poverty-fighting solutions for adults and young adults with barriers to employment. We provide free training and job readiness, followed by at least two years of job placement and career-advancement support. BWI helps individuals begin careers in commercial driving, tech, voice and data cable installation, TV and film production and post production, and skilled woodworking, among other sectors.

### **Responsibilities:**

#### **Core responsibilities of the Contracts and Beneficiary Support Specialist include:**

##### *Contract Management Responsibilities*

- Work closely with BWI training programs to meet enrollment, service delivery, and outcome goals by confirming participant eligibility, providing guidance with various enrollment forms required by each contract, and being a resource to programs.
- Coordinate and conduct quality assurance of participant files and ensure and maintain contract compliance, in addition to overseeing internal and external contract audits.
- Manage process and systems for data collection and outcome reporting, including verification of employment, job retention, and career advancement of BWI’s beneficiaries.

##### *Beneficiary Support Responsibilities*

- Serve as BWI’s centralized point of contact for training program beneficiary supportive services; work closely with BWI’s program staff to connect beneficiaries with the direct financial support and wraparound services needed to persist through training, connect to employment, and transition to the workforce.
- Evaluate requests for support, track support, and, if cash assistance, assist with disbursement.
- In collaboration with BWI’s leadership, design and implement new ways for the organization to support its beneficiaries best.

##### *Administrative Support Responsibilities*

- Manage the ordering, tracking, and distribution of MetroCards.
- Respond to and monitor tech needs from program teams before and during training cycles while maintaining careful records of organization-issued tech.

- Manage organization-issued credit card receipts and reconciliation. Ensure timely tracking of receipts and reimbursements.
- Assist with vendor relations through timely submission of check requests and payment processing.
- Additional duties as assigned.

### **Qualifications:**

The ideal candidate for the position will have experience with record-keeping or data tracking and working with diverse, low-income populations. The candidate will need to be compassionate, friendly, and approachable in order to effectively provide support to BWI's training program beneficiaries. At the same time, the ideal candidate will be comfortable developing new systems and keeping meticulous records and systems. The candidate must be comfortable performing a broad range of tasks, some highly interactive and some working independently. The candidate will have the opportunity to use their own discretion to make decisions that may impact an individual's success in BWI's training programs.

- Demonstrated commitment to BWI's mission.
- Must possess exceptional attention to detail and the ability to multi-task and exercise good judgment.
- Must be highly motivated and well-organized; excellent communication skills, both oral and written.
- Demonstrated ability to work well independently and as a member of a team, with a wide variety of stakeholders, including beneficiaries, community-based organizations, and government agencies.
- Strong technical and digital skills; demonstrated ability to use Microsoft Office Suite, Zoom, and Salesforce.
- Must be able to keep meticulous records.
- Able to collaborate and develop effective systems.
- Demonstrated project management skills a major plus.
- Willingness to learn and desire to share knowledge with others.
- Experience working with contract portals such as PASSport, SFS System, WISE, and Outcomes preferred.
- Friendly, professional demeanor.
- Experience working with low-income, mostly BIPOC populations preferred.
- Must be available to work flexible hours, including some evenings and weekends.

### **Compensation: \$66 - 71K annually, depending on relevant experience.**

BWI offers a comprehensive benefits package, including health and dental insurance (First of the month after a 60-day waiting period), life insurance, an employee retirement savings plan, a flexible spending account, and 12 paid holidays. 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). **Workplace Health/Safety policy states that all new hires are required to be fully vaccinated against the COVID-19 virus.**

### **To Apply:**

Email a cover letter, resume, and salary expectations to Erik Jones, Director of Contracts, People, & Operations, at [ejones@bwiny.org](mailto:ejones@bwiny.org). Only applications with a cover letter and resume will be considered. No phone calls, please.

**BWI is an equal-opportunity employer. People of color, community residents, and women are strongly encouraged to apply.**