



JOB ANNOUNCEMENT

Red Hook on the Road Program Manager

Employee Type: Full-Time

Position: 35 hrs/week

Title: Program Manager

Status: Exempt

Brooklyn Workforce Innovations (BWI, www.bwiny.org) – is a non-profit, Brooklyn-based workforce development organization that changes the lives of over 900 jobless New Yorkers each year by offering them the skills and support they need to launch lasting careers. BWI's eight skills training programs are nationally renowned for being among the most effective poverty-fighting solutions for adults with barriers to employment. We provide free skills training, credential access, and job readiness, followed by at least two years of job placement and career-advancement support. BWI helps individuals begin careers in commercial driving, voice and data cable installation, TV and film production, and skilled woodworking, while also operating dynamic, customized training programs.

Responsibilities

The Red Hook on the Road (RHOR) Program Manager will be part of a small team that is committed to and passionate about helping jobless New Yorkers launch meaningful careers in the commercial driving sector. They will be responsible for the overall administration, implementation, quality, and performance of BWI's CDL training program. The Manager will lead coordinating recruitment and program selection, instructional delivery, and coaching participants throughout the program. The Manager will ensure that established procedures are followed, identify operational gaps, and assist in developing systems to improve RHOR's impact, especially in the areas of enrollment scale, participant completion, and job placement. They will work closely with the rest of the RHOR team, as well as BWI's Contract and Fundraising team, in support of the program's and BWI's goals. This role reports directly to the RHOR Program Director. Specific responsibilities include:

Recruitment & Training

- Oversee and assist in recruitment, outreach, and weekly information sessions for Red Hook on the Road, a four-week classroom and behind-the-wheel CDL training program serving 200+ beneficiaries annually.
- Support applicants through assessment and selection, including phone inquiries, NYS driving record reviews, interviews, and drug test coordination.
- Lead and coordinate outreach efforts, including planning activities, representing the program externally, and participating directly in outreach that may require local travel.
- Oversee and assist in coordinating day-to-day training operations, including scheduling, curriculum delivery, participant communication, and troubleshooting.
- Create and maintain student driving schedules and sign-in sheets.
- Coordinate and support classroom activities, including virtual training sessions.
- Execute additional recruitment and training duties as assigned.

Admin & Contract Management

- Coordinate and support contract compliant participant file management, including intake review, eligibility determination, and collection of required documentation.
- Oversee and assist in tracking attendance and compiling cohort instructional hours for submission, including classroom and behind-the-wheel training hours.
- Maintain program and participant data in Salesforce and Airtable and prepare reports as needed.
- Support job placement and retention verification tracking in collaboration with the program team.
- Coordinate commercial driving vendor-related tasks, including Motor Vehicle Reports, ELDT modules, Training Provider Registry checks and road tests or retake scheduling.
- Share weekly program and contract updates with the Program Director and team.
- Complete additional administrative and contract management-related duties as assigned.

Qualifications

- Strong commitment to BWI's mission and enthusiasm and respect for working with low-income New Yorkers with barriers to employment.
- Project management experience required, workforce development experience strongly preferred.
- Non-profit contract management and performance measurement experience strongly preferred.
- Goal-driven and results-oriented with a friendly and professional demeanor.
- Ability to proactively problem-solve and exercise sound judgement.
- Outstanding (oral and written) communication skills, well-organized with a meticulous attention to detail.
- Strong digital skills, experience using Microsoft Office Suite and social media platforms, and a willingness to learn new technical tools. Experience with Salesforce and Airtable preferred.
- Strong customer service skills.
- Demonstrated ability to work well independently and as a member of a team, and with a wide variety of stakeholders.
- Ability to engage and motivate diverse constituencies.

Compensation & Benefits: \$72,500 - \$76,000 per year, depending on experience. BWI offers a comprehensive benefits package, including health and dental insurance (First of the month after 60 day-day waiting period), life insurance, employee retirement savings plan, flexible spending program, and 12 paid holidays.

BWI maintains a fun and inclusive office culture, welcomes casual attire, and offers reasonable flexibility in work schedules.

To Apply: No phone calls, please. Email cover letter and resume to Vanessa Soto, Red Hook on the Road, Program Director, vsoto@bwiny.org. Please include "**RHOR Program Manager**" in the email subject line. Applications will be accepted until September 28, 2026.

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