



## **Jane Addams Resource Corporation- Baltimore Job Description**

**Title:** Program Coordinator- Baltimore

**Department:** Jane Addams Resource Corporation- Baltimore

**Program:** Careers in Manufacturing Programs

**Reports To:** Program Manager – Baltimore

*The Jane Addams Resource Corporation- Baltimore (JARC-Baltimore) promotes strong communities, businesses and households to ensure that people who work do not live in poverty.*

*JARC-Baltimore helps low-income workers, job seekers and community residents attain financial self- sufficiency through skills training and support services. JARC Baltimore's job training programs target strategic skills gaps in the manufacturing and construction sectors, such as Computer Numerical Control (CNC) machinist and welder. JARC Baltimore provides bundled financial support services, such as income supports, financial coaching and employment services.*

**Essential Duties and Responsibilities** include but are not limited to the following:

- Recruit program participants at on and off-site recruitment events and screen for program eligibility
- Conduct orientations, testing, interviews and onboarding to enroll participants into JARC Baltimore training programs
- Collaborate and work with external partners – community organizations, faith-based organizations, government entities, funders, etc.
- Comply with all government and foundation funder requirements including the Maryland Higher Education Commission's (MHEC)
- Process Individual Training Accounts, GI benefits, and other funding sources for trainees seeking advanced training
- Responsible for inputting and maintaining data in Salesforce and other data management tools with 100% accuracy
- Work with Program Manager for auditing data
- Order, organize and distribute support services, not limited to transportation fare cards, to program participants with accuracy and documentation
- Monitor trainees' performance and report issues to the Program Manager
- Prepare all required documentation for program participants enrolled in the Workforce Innovation and Opportunities Act (WIOA), SNAP E & T and others
- Assist Program Manager with preparing required monthly, quarterly, and annual reports

- Identify participants for funding streams and complete required documentation
- Manage and maintain program participants' hard file
- Work with Client Intake Specialist to enroll, track and exit participants into internal and external databases
- Identify participant needs and refer to appropriate staff for services
- Model appropriate workplace behavior for trainees
- Gather feedback from participants and community partners for program evaluation
- Support continuous program improvement by identifying and implementing best practices for participant intake and data entry
- Work with confidential information and show discretion
- Other duties as assigned

**Team Functions:**

- Serve as a member of JARC Baltimore's Employment Services team
- Work closely with Client Intake Specialist on recruiting and screening applicants for the program
- Assist with the collection of program updates for reporting purposes
- Attend various job and resource fairs to market JARC's programs
- Attend scheduled team meetings and other unscheduled meetings as necessary
- Collaborate closely with the Instructors on trainee performance or conduct issues
- Contributes to JARC's continuous quality improvement efforts
- Contributes to JARC's warm and welcoming environment

**Qualifications:**

- Preferred Bachelor's Degree plus 5 years professional experience *or* 10 years relevant work history.
- Strong customer service and presentation skills; willing to embody the JARC Baltimore value of establishing a warm, welcoming environment for visitors to the center
- Strong background in all phases of data management
- Strong interpersonal, organizational, verbal and written communication skills
- Strong professionalism, flexibility, good judgment, attention to detail and commitment to teamwork
- Solid working knowledge of Microsoft Office and database applications

**Terms/Conditions:**

- Full-time (35 hour week)
- FLSA Non Exempt
- Criminal Background Check Required
- Competitive benefit package including PTO, Medical, Dental, 403b, Life Insurance, LTD

**Wage:** \$19.00 – 23.00 per hour

**To Apply:** E-mail resume, cover letter, and references, to: [hr@jane-addams.org](mailto:hr@jane-addams.org)

**Please include the position title (Program Coordinator - Baltimore) within the subject line.  
Inquires without the title in the subject line will not be reviewed or considered.**

No phone calls please. Thank you!

*Jane Addams Resource Corporation-Baltimore is an Equal Opportunity Employer,  
Minority/Female/Veteran/Disabled/LGBT encouraged to apply*