



**Senior Program Manager
(Internship Programs)**

New York, NY

POSITION OVERVIEW

PENCIL is seeking to hire a Senior Program Manager's (SPM) whose primary responsibility will be to drive the ongoing improvement and growth of the PENCIL Internship Program. This full time position will serve as a project manager to develop, facilitate and ensure the quality implementation of programs that connect New York City public schools students with the business community. The ideal candidate will have a background in public education and/or workforce development with strong communication, relationship management, and project management skills. The SPM will play a leadership role in PENCIL's existing internship programs and will be responsible for additional projects as PENCIL's internship model is replicated and scaled through additional partnerships. The SPM will report to the Senior Program Officer.

THE ORGANIZATION

In 1995, PENCIL launched Principal for a Day®, an annual event designed to raise awareness about public education by having civic and business leaders serve as visiting principals in New York City schools. Twenty years later, PENCIL continues to connect expertise from the business community to build public school capacity and put students on the path to college and career success.

Business leaders in PENCIL's network can deepen their impact by engaging in two core programs:

- The PENCIL School Partnership Program creates and supports partnerships between business and school leaders that leverage their collective energies to foster strong school leaders and prepare students for college and career success. PENCIL serves as a critical liaison in these partnerships, helping to recruit and match businesses with schools and providing hands-on support in the design, implementation, and evaluation of partnership activities.
- The PENCIL Internship Program is a competitive career readiness program for NYC high school juniors and seniors, as well as college students. PENCIL trains and places talented, high need students in internships in businesses throughout the city in order to provide deserving students with critical workplace experiences and skills. PENCIL provides training to both students and business volunteers to make sure that students can get the most from their internships. PENCIL is a provider for the NYC Department of Youth and Community Development's Ladders for Leaders program.

RESPONSIBILITIES:

The SPM is an integral part of the Programs team and will work to effectively manage the Internship program as well as contribute to the program portfolio's growth and development. Specific responsibilities include:

Program Design

- Collaborate with senior leadership and the Senior Program Officer to execute all requirements of restricted grants and contracts related to the Internship Program.
- Create developmentally and/or industry appropriate program changes and enhancements for specific cohorts of interns.
- Support the development of clear roles and goals for Program Managers and Graduate Interns in the implementation of the Internship Program.
- Collaborate with senior leadership and the Senior Program Officer to identify innovative ways to scale program growth and execute towards existing goals more effectively

Implementation

- **Recruitment**
 - Design and implement information sessions for schools or community partners to recruit intern applicants.
 - Identify and develop new community partners to recruit students that align with know employer requirement
 - Track application submissions to ensure yearly goals are met and student representation is aligned to any industry specific commitments.
- **Training**
 - Provide oversight and support to the Program Manager's organization and design of all pre-internship training and required meetings
 - Review content, communication strategy, staffing plan, volunteer engagement strategy and logistics for pre-internship training.
 - Serve as the lead staff member at training events including oversight and delegation of session execution.
- **Applicant Management**
 - Oversee the matching process to ensure the strategic and efficient placement of interns.
 - Organize and support program staff in their review of applications and use of the rubric.
 - Create and manage ongoing supports for students between training and placement include resume completion, interview preparation and overcoming any barriers to participation.
 - Oversee communication with interns regarding interviews and placements.
 - Work with Director of Finance & Administration and Program Manager to support payroll logistics for interns.
 - Ensure effective and ongoing communication with the development team to respond to employer requests and questions
- **Ongoing Support**
 - Develop and organize supplemental internship programs such as Boss for a Day, industry specific site visits, and additional trainings or enrichments programs.
 - Troubleshoot and address intern and/or site specific issues that arise which can jeopardize the success of the program. Elevate any major concerns to organization leadership.
 - Organize and conduct site visits to assess success of individual placements.

Program Improvement

- Identify opportunities for improvements to trainings for the interns to align with competencies, leverage corporate partners' skills and resources, and meets workforce needs.
- Identify opportunities to improve the systems and procedures for all program elements (applications, trainings, matching and evaluations)
- Identify and propose program enhancements and innovations to increase outcomes and overall program satisfaction.

Other

- Supervise a Program Manager by providing direction, input and feedback. Support the day to oversight of the graduate interns in all student related matters.
- Collaborate with colleagues to cultivate and steward business mentors and funders of the Internship Program
- Collaborate with appropriate staff to effectively evaluate the impact of the program

Qualifications and Experience:

- At least 5 years of experience in a non-profit or public sector work environment, with an emphasis on education or youth programs
- Exceptional operations skills with a track record of managing highly detailed and nuanced programs
- Proven project management skills; event management skills preferred
- Exceptional verbal and written communication skills
- Experience with data management; Salesforce experience preferred

- Strong youth development skills and experience working with students from diverse backgrounds
- Strong facilitation skills
- Proven organization and time management skills to complete a high volume of varied responsibilities in a fast paced setting
- Demonstrated ability to work both independently and in a collaborative environment and to influence others to ensure successful relationships
- Exceptional verbal and written communication skills
- Strong sense of adaptability needed to thrive in a growing and evolving organization
- High standards of excellence and a willingness to do what it takes to get the job done
- Experience with NYC public schools or the NYC DOE preferred
- Bachelor's Degree required; Master's Degree in a relevant field is a plus

COMPENSATION

Compensation will be commensurate with experience and qualifications. Benefits include a generous health insurance plan, a retirement plan, as well as vacation and sick leave policies.

TO APPLY

Please email a cover letter and resume to opportunities@pencil.org with the subject line "Senior Program Manager (Internship Programs)"

Applications will be accepted until the position is filled.

PENCIL is strongly committed to the principle of equal opportunity for all individuals. PENCIL will make all employment decisions without unlawful discrimination on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, veteran status, or any other status protected by law.