



Job Description: Intake/Placement Manager

The Intake/Placement Manager is responsible for the outreach, intake, and placement functions central to Capital IDEA's mission. He/She provides leadership and accountability aligned with Capital IDEA's strategic plan to meet goals, to maintain high quality standards, to evaluate and improve practices, and to develop cost efficiencies. She/he supervises, coaches, and develops a staff with diverse roles and responsibilities. The Intake/Placement Manager reports to the Director of Operations.

Team Leadership - Primary Responsibilities

The Intake/Placement Manager leads a team that includes Community Outreach Coordinator(s), Career Guidance Specialist(s), a Test Administrator, Employer Coordinator(s) and/or Placement Coordinator(s). The team provides services to:

- 1) Prospective students:
 - a) Conducts outreach to the public, including pro-active recruitment of priority groups,
 - b) Provides information and advice to prospective applicants,
 - c) Assesses applicants' abilities and needs, and
 - d) Helps applicants develop educational and financial plans.
- 2) Enrolled students:
 - a) Develops relationships with employers to create student internships,
 - b) Helps prepare, place, and monitor interns, and
 - c) Helps develop "Stackable Credentials" and place students in survival employment utilizing them.
- 3) Graduates and other completers:
 - a) Prepares soon-to-graduate students with resume and interview skills,
 - b) Ensures graduates' success in meeting necessary licensing requirements,
 - c) Counsels graduates through job search, and
 - d) Ensures successful employment on-boarding.

The Intake/Placement Manager works with the Director of Operations to set, monitor, and evaluate program performance goals for the Intake and Placement team. He/she provides day-to-day operational oversight to meet short and long term goals. Together with the Director of Operations, she/he takes responsibility for the organization maintaining high professional standards and represents Capital IDEA to the public. She/he conducts annual performance evaluations and oversees individual development plans for direct reports.

Coordinator Responsibilities

The Intake/Placement Manager tracks and reports Outreach, Intake, and Placement outcomes, ensuring a high degree of accuracy, consistency, and quality of documentation in the program database and files. This includes submitting information for compliance reports and participating in audits.

With the Director of Operations, she/he fosters relationships with workforce and social service agencies. He/she develops and maintains relationships with employers and guides the development of new careers/training programs. He/she coordinates functions with other Capital IDEA departments.

Organizational Responsibilities

The Intake/Placement Manager models exceptional behaviors as they relate to the organization's core values and operating agreements.

She/he performs other duties as assigned.

Minimum Qualifications

- Five years of current supervisory experience required, with a preference for experience managing virtual and off-site teams.
- Five or more years of Employer Relations and Placement experience required.
- Bachelor's Degree required – degrees in management or business preferred.

Preferred Skills

- Experience in outreach and intake preferred.
- Bilingual in English and Spanish helpful.

Professionalism

- High professional standards and dedication to the organization's mission, staff, and participants.
- Excellent customer service and strong oral and written communication skills.
- Attention to detail, including the ability to maintain accuracy in a fast-paced setting.
- Ability to handle complex and confidential information.
- Flexibility to work some evenings and weekends.

To apply, send resume and cover letter with salary requirements to Mrs. Eva Rios-Lleverino at employment@capitalidea.org.

Deadline: Tuesday, November 1, 2016

Salary range: \$54-56,000