



On-Ramps to Careers Helpdesk Program Coordinator (Short Term Consultant)

Essential Consultant Responsibilities:

On-Ramps to Careers is seeking a motivated, organized program consultant with initiative and management or coordination experience to help manage the second year of a community technology help-desk summer program. The Coordinator will work part-time and virtually up to 30 hours/week to manage our summer Community Helpdesk Program. This position will oversee programmatic support of 35 to 50 young adult participants, tasks include but are not limited to:

- Provide day to day operations support to the Managing Director and On-Ramps Team including correspondence and program logistics
- Oversee program activities and schedules for young adults in training for the Helpdesk
- Provide effective and culturally competent coaching and support to young people and young adults in their work-based learning activities
- Assist in coordination and facilitation of Helpdesk meetings
- Manage adult Helpdesk Technical Support Volunteers
- Generate monthly reports and case notes
- Report weekly payroll
- Attend weekly staff team meetings
- Additional tasks as needed

Preferred Qualifications and Requirements

- 4+ years' experience in program coordination or management of teams.
- Experience with helpdesk support preferred.
- 2+ years supervisor experience.
- Bachelor's Degree required.
- Strong candidates will be organized, motivated and results driven.
- A proven track record of success working independently.
- Familiarity or experience with grant compliance.
- Experience serving students from economically disadvantaged communities preferred.
- Ability to work in a diverse team and develop strong working relationships with others.

- Superb written communication skills, interpersonal skills and ability to multitask.
- Demonstrated great attention to detail.
- Some experience delivering training and using Zoom or other video conferencing.
- Some experience with Google Suite required. (Google docs, Sheets, Forms, etc.)

This consulting position will be two months starting in Mid-June.

About On-Ramps to Careers

Established in 2012, On-Ramps to Careers is a non-profit partnership that makes technology and engineering careers more attainable to underserved youth in the Nation's Capital. We are a Washington, DC based alliance of business, education, government and community leaders who share the common goal of empowering all youth to contribute and prosper in the STEM economy. We empower young leaders and employers to grow a more diverse, inclusive and prosperous talent pipeline for regional economic development and impact. We do this through:

- Internships that inspire students to hone their STEM skills and create valuable relationships with STEM professionals
- STEM career training, work-based learning and placement
- Crucial partnerships with employers, schools and education institutions, government and the community.

***Please send resume and cover letter to hjones@onrampstocareers.org with subject line:
Helpdesk Program Coordinator***