



# NORTH SHORE WORKFORCE BOARD

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**Posting 1/9/24**

## **Program Manager (Training Manager)**

### **Job Description**

#### **Reports to:**

The MassHire-North Shore Workforce Board's Director of Programs and Operations, in partnership with the MassHire-North Shore Workforce Board's Executive Director.

#### **Summary of Position:**

This individual is responsible for the coordination and implementation of offshore wind and other clean energy workforce services and related responsibilities funded through grants to the MassHire-North Shore Workforce Board. These training grants include services such as pre-employment training through a pre-apprenticeship program leading to employment through an apprenticeship program, Adult Basic Education, ESOL, career exposure and exploration, job development and placement, retention, and other services. Such services require documentation and responsiveness to funding sources and collaboration with companies, unions, community partners, educational providers, and career centers along with a focus on providing quality customer service to trainees, companies, and all partners.

Offshore wind workforce services are currently funded through the Mass Clean Energy Council (MassCEC) with other partners contributing as well. This project focuses on increasing the offshore wind labor pool by reaching out and training residents of Environmental Justice Regions on the North Shore and in neighboring areas. The Program Manager works as part of the team led by the MassHire-North Shore Workforce Board, the City of Salem, Essex County Community Foundation, and the University of Massachusetts Amherst Gloucester Marine Station. Other partners include the MassHire-North Shore Career Center and potentially other career centers, local technical schools, local community colleges and state universities, community-based organizations, companies, and unions. The Program Manager must respond to the requirements of the funding sources and to the various protocols of the partners in the process so work is accomplished and grant goals are met.

Other funding opportunities may arise and would fall under the jurisdiction of the Program Manager. Each grant includes both common and unique rules, regulations, and processes that must be respected and documented.

#### **Specific Responsibilities:**

- On a routine basis, convene project teams, or individual members, including workforce boards, career centers, community colleges, vocational technical schools, companies, unions, and other community partners to establish and manage training programs that work smoothly and result in quality employment opportunities and careers for students and quality talent for companies.
- Work with partners to ensure that services provided to students and companies, including recruitment, assessment, case management, curriculum development, instruction, job placement, logistical issues, and other related grant activities are done at a high-quality level and in compliance with grant requirements.
- Oversee wraparound services to ensure that trainees have support to stay in training and successfully make the transition to related employment.
- Train and assist any staff responsible for assisting pre-apprenticeship implementation, primarily career center and/or other workforce board staff carrying out these responsibilities.

- Communicate to companies and unions and assist when problems occur to resolve issues and ensure satisfactory implementation of apprenticeship programs upon completion of the pre-apprenticeship activities. Also develop alternative placements into similar positions should union apprenticeships not be available at the conclusion of the pre-apprenticeship programs.
- Provide input to statewide clean energy programs with regard to continuous quality improvement as these programs expand and become sustainable.
- Assist with managing grants, in conjunction with the workforce board staff, including following budget and program requirements, reporting to funding sources, entering information into databases and/or assisting partners to enter required data, and other duties as they arise.
- Participate in statewide meetings with other grant recipients and grant funders when required or requested.
- Prior to submission, prepare reports for review by leadership, the MassHire-North Shore Workforce Board, and other MassHire-North Shore Workforce Board partners on an ongoing basis and as required by funding sources.
- Be involved in, and supportive of, project activities with other leveraged federal, state, and private funding sources.
- Ensure that the companies and students receive the support — financial and otherwise — for successful completion of the various programs.
- Bring issues to the project teams as they arise so problems can be solved as the project develops. Participate and/or lead partner convenings to ensure that communication is clear, consistent, that work flows efficiently and effectively, and that innovations to this work happen to continually improve training services.
- Assist in evaluation activities as determined by the grant partners.
- As part of the team, work to ensure the sustainability of all training programs that best meet the needs of industry in the region.
- Take on other duties as they arise.

#### **Qualifications:**

- Bachelor's degree in related field preferred; may be replaced with solid successful experience in similar projects and operations.
- Strong understanding of Environmental Justice Populations in Massachusetts and Diversity, Equity, and Inclusion issues for effective interface within the communities on the North Shore. In addition, a strong understanding of and empathy toward the challenges faced by historically underrepresented populations across the North Shore and eagerness to work with other staff and community agencies to address this effectively.
- Display a passion for clean energy and align with the mission of this work.
- Experience working in the workforce development arena with expertise in keeping partnerships cohesive and successful — building commitment and alignment across the project team and continuing to build the team throughout the project to reflect an empathy and equity mindset.
- Experience working in clean energy industries, or similar industries, including working successfully with skilled trades and related unions.
- Excellent communication skills, both verbal and written, demonstrated using various technology platforms such as PowerPoint, Excel, Word, etc., as well as through in-person meetings.
- Excellent attention to detail with strong problem-solving and critical thinking skills with a high-growth mindset
- Experience working with public and private funding sources, completing reports, and otherwise communicating to ensure efficient and complete expenditure of funds and fulfillment of project goals.
- Ability to create training opportunities for companies and job seekers within a highly complex grant-based environment, including apprenticeships and other types of training.
- Ability to influence organizations and people over which there is no direct oversight authority.
- Ability to analyze complex government documentation requirements and participate successfully in discussions around how to make them user-friendly while fulfilling the requirements of the law.
- Ability to work with boards of directors and with partners, providing them with information as needed and facilitating decisions based on this information.
- Ability to set, execute, and report based on established timelines.

*The City of Salem's MassHire-North Shore Workforce Board is an Equal Opportunity/Affirmative Action Employer and does not discriminate on race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status, or genetic information.*

**Salary and Benefits:** Up to \$92,000 based on experience. City of Salem benefits; full-time exempt, 37.5-hour work week.