



Position: Senior Training Manager, CFY-New York

Location: New York City Office

ABOUT COMPUTERS FOR YOUTH

CFY is the nation's leader in improving the Home Learning Environment of low-income school children. CFY works across the country to educate thought leaders and policymakers on the importance of expanding educational priorities to include learning in the home.

Since 1999, CFY has developed high-impact interventions to strengthen the home learning environment among middle school students, with programs now operating in New York City, Philadelphia, Atlanta, Los Angeles and the San Francisco Bay Area. Its signature Take IT Home program helps educators build stronger home-school connections and provides families with the key ingredients required to improve their home learning environment -- a home computer loaded with selected educational software; online family learning services; information about affordable broadband options; and hands-on training designed to help parents become more effective learning partners. Families are trained at a three-hour Family Learning Workshop in the child's school where parents and their children learn together on their home learning center. Studies confirm that CFY's programs have significantly improved students' test scores and class effort and have increased parents' confidence and involvement.

To extend the impact of its work and strengthen the home learning field, CFY also operates an Affiliate Network of more than 30 organizations in more than 20 states and the District of Columbia. For more information, please visit www.cfy.org.

CFY-NYC Overall Objectives

- Serve approximately 9,280 families in 90-100 assigned schools by providing free home learning centers, training, and bi-lingual help desk support, with the goals of strengthening the home learning environment and promoting family broadband adoption.
- Provide Professional Development for partner teachers at each of our partner schools.
- Successfully run the Student Software Team (including 12-18 students) to choose Family Learning Software Award winner.
- Maintain a positive team environment, where all staff members perform with excellence at their highest potential.

POSITION DESCRIPTION

The **Senior Training Manager** will ensure high quality of CFY's Family Learning Workshops (FLW). This includes providing exciting and engaging training to the part-time staff that work directly with families at CFY partner schools. The Senior Training Manager will supervise a full-time Staffing Coordinator who together will hire, train, supervise and manage the part-time staff members who support the Family Learning Workshops (FLW). This includes: approximately 30 Family Trainers (who teach the FLW curriculum), 8 Training Coaches (who provide coaching and feedback to the Family Trainers), and 30 Customer Service Representative (who provide extra classroom support at the FLW). The Senior Training Manager will also supervise a full-time Volunteer Manager and will directly report to the CFY-NYC Managing Director.

KEY RESPONSIBILITIES

Oversee Family Learning Workshop Classroom staff 70%

- Provide initial training and on-going training for Family Trainers, Training Coaches and Customer Service Representatives on facilitating CFY's curriculum and increasing parent engagement.
- Maintain high quality of training provided by Family Trainers by ensuring regular performance evaluation and feedback.
- Maintain high quality of customer service provided by the Customer Service Representatives by ensuring regular performance evaluation and feedback.
- Innovate new ways of incorporating part-time staff into CFY-NYC culture.
- With support from the Staffing Coordinator, manage hiring process of part-time training staff, keeping 25-30 Family Trainers, 8 Training Coaches and 30 Customer Service Representatives active on the roster at all times.
- Oversee the creation and maintenance of the part-time staff workshop schedule.
- Supervise Volunteer Manager, who manages CFY's volunteer program.

Curriculum Input and Feedback 20%

- Communicate and collaborate with the National Manager of Learning and Curriculum Design to provide curriculum feedback from NYC Family Trainers as well as to provide new ideas regarding curriculum improvements and new ways of engaging families.
- In conjunction with Senior Program Managers and the National Manager of Learning and Curriculum Design, improve training that is provided for Family Trainers and Customer Service Representatives.

General Responsibilities 10%

- In conjunction with Senior Program Managers, provide leadership to the program team by leading team meetings and providing additional staff development trainings as needed.
- Manage individual team members' performance: ensure training and coaching necessary to perform basic job duties, hold bi-weekly meetings with team members to support their performance, perform annual performance reviews, and maintain documentation as per CFY standards.
- Participate in CFY-NYC weekly program team meetings.
- Attend training, including in-house training. Be prepared to discuss concepts learned in the class with team members, and find ways to apply learning at CFY-NYC.
- Manage up, by being proactive and keeping manager informed of changing priorities.
- Understand and communicate the mission to staff, clients, donors, and other stakeholders.

Other duties as necessary

Note: From October-May, this position is primarily a Tuesday-Saturday position with exceptions on most holiday weekends.

CANDIDATE QUALIFICATIONS

Required:

- Passion for CFY's mission
- Bachelors degree
- At least 2 years of experience as a trainer
- At least 1 year of experience managing a training program
- At least 2 years of experience in hiring and directly managing part time and/or full-time staff
- Experience working with low-income communities
- Proven leadership and personnel management experience
- Strong written and oral communication skills
- Proven organizational and problem-solving skills
- Strong relationship or "people" skills
- Demonstrated ability to work independently and with minimal oversight
- Capacity to thrive under pressure while working on multiple tasks and projects
- Ability to set priorities for self, team and peers, and adjust when priorities change
- Proficient using all Microsoft Office applications including Word, Excel, and Outlook

Preferred:

- One or more of the following:
 - Bilingual Spanish/English
 - Experience working with public schools and/or districts
 - K-12 teaching background
 - Experience designing curriculum
 - Experience working with volunteers

COMPENSATION AND BENEFITS

Compensation will be highly competitive and commensurate with experience. CFY also offers a generous benefits package.

TO APPLY

Please send a resume and thoughtful cover letter, outlining how your skills and experience meet the qualifications of the position, your current/most recent compensation and stating how you heard about this opportunity, to Cindy Menz-Erb at cmenz-erb@cfy.org using the following conventions:

Subject line: CFY-NYC Senior Training Manager Search
Cover Letter: yourfirstname_yourlastname_coverletter.doc
Resume: yourfirstname_yourlastname_resume.doc
Writing Sample: yourfirstname_yourlastname_writingsample.doc

Applications will be reviewed on a rolling basis.

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