



ACTION for BOSTON COMMUNITY DEVELOPMENT, INC.
178 Tremont St. Boston, MA 02111
www.bostonabcd.org

**DIRECTOR OF CAREER
CENTERS SYSTEM**

Employment, Training & Youth Services

Responsible for the overall strategic operation and oversight of the staff and programs of the Metro North Career Center. Oversee program design, procedures, implementation, evaluations and corrective actions. Design, develop, implement and coordinate collaborative programs and new workforce development projects. Ensure each center attains measurable outcomes that aligns with contractual obligations and enhances the programs and services of the employment and training system. Evaluate and report on the impact of the program initiatives and ensure the adoption of continuous improvement methodologies for the benefit of the customers. Along with the Director of Workforce Development and Alternative Education and Career Center senior staff to create operational goals for the Career Centers. Work with representatives from Federal, State and local agencies to develop and coordinate collaborative programs. Develop community contacts, planning groups and collaborative programs. Coordinate business outreach strategies to increase industry participation in the workforce development system. Perform other related duties as assigned from time to time.

Minimum of a Bachelor's degree in business, public administration, human resources or related field, and five to ten years related experience required. Masters preferred. Must be a highly innovative, enthusiastic individual with keen problem solving aptitude. Experience in career services, job training and related services. Ability to present information to various stakeholders, orally and in written form. Demonstrated understanding of related Federal, State and Local statutes, regulations and policies. Must have a demonstrated commitment to assisting low income and disadvantaged individuals in overcoming barriers to achievement and success in their personal and work lives.

Apply online at <https://careers.bostonabcd.org/>

*All inquiries should be directed to the Human Resources Department,
 178 Tremont St. Boston, MA 02111, Fax: (617) 423-7693, or email hr@bostonabcd.org.
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**ABCD Inc. is an equal opportunity employer actively seeking
applications under its affirmative action program.**



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PROGRAM MANAGER

Education, Training & Youth Services – Career Centers

Responsible for the day to day management and oversight of the assigned Career Center including management of and direction to its staff and programs. Ensure that the career center attains measurable outcomes that align with contractual obligations. Work to enhance the programs and services of the career center while delivering innovative solutions, exceptional service and trusted results. In partnership with career center staff, develop training materials for systems and programs. Oversee, manage and ensure staff compliance including work verification, participation rates, corrective action logs, procedures, and monthly contact. Design, develop and implement quality control procedures. Work with career center partners to create seamless customer flow and efficiencies. Track performance and deliverables and review results with senior level staff to ensure program outcomes and benchmarks are obtained. Lead staff development efforts and continuing professional development initiatives. Serve as a liaison to partners, prospective employers, training programs and the customers. Perform other related duties as assigned from time to time.

Minimum of a Bachelor's degree business, public administration, human resources or related field, and at least three years of related experience required. Must have the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**ASSISTANT PROGRAM
MANAGER**

Education, Training & Youth Services – Career Centers

Responsible for assisting the Career Center Program Manager by working with Chelsea career center staff to ensure that career services, case management and job readiness and placement services are carried out consistent with policies and procedures. Ensure the implementation of training materials for use at the Chelsea career center. Work with Chelsea career center partners to ensure seamless customer flow and efficiencies. Implement career center partner Memorandum of Understanding and deliverables for the benefit of Chelsea career center clients. Track performance and deliverables of the Chelsea career center and review results with staff assigned to the center to ensure program outcomes and benchmarks are obtained. Work with the Career Center Program Manager to ensure program compliance aligns with contractual requirements for benchmarks and system integration. Recommend to the Career Center Program Manager methodologies for continuous improvement. Perform other related duties as assigned from time to time.

Minimum of a Bachelor's degree in human services, education or business management, and at least three years of related experience in career services, job training or related services required. Must have demonstrated innovative, enthusiastic, problem solving aptitude. Strong ability to work with and support a diverse customer base. Ability to motivate, and support staff. Strong commitment to assisting low income and disadvantaged individuals in overcoming barriers to achievement and success in their personal and work lives. Excellent verbal, presentation and written communication skills.

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