

Position Description

Title: Program Associate
Department: Programs
Reports to: Central Region Program Manager
FLSA Status: Nonexempt

About the Organization

Upwardly Global is the first and longest-serving organization that focuses on helping foreign-trained immigrants and refugees integrate into the American workforce. We prepare immigrants and refugees for jobs that match their education and skills, and we provide employers with the know-how to create inclusive hiring practices so they can take advantage of this untapped and valuable potential. We are proud to help and welcome newcomers to the U.S.

Position Overview

This role offers the opportunity to support an organization making a dramatic difference in the lives of immigrants, refugees and asylum seekers during this crucial time in the world and in our nation's history. The associate will support the Chicago based program team, VP of Programs, and provide support with projects and events across regions. The ideal candidate will be a highly professional, resourceful, and self-motivated individual with an administrative background and strong detail orientation.

Essential Duties & Responsibilities

Program Support

- Provide logistical support for job seeker coaching program and volunteer program
- Contact job seekers to encourage UpGlo training completion, invite them to events, confirm event participation, and track placement retention
- Support the Program Manager and Partnerships and Volunteer Leads in meeting grant and employer partner deliverables, managing salesforce data, invoicing, tracking payments and supporting renewal conversations
- Support volunteer event coordination including back-end and event attendance during times of overflow

Administrative Support

- Support the VP of Programs with administrative duties such as completing expense & accounting forms, monitoring timesheet completion and other tasks
- Scheduling and follow ups on behalf of the VP of Programs.

Internal Collaboration

- Collaborate with the multi-disciplinary teams to ensure that clients receive the comprehensive services and ensure effective program delivery.
- In consultation with Program & Volunteer Leads (PVLs), Employment Services Associates and Program Leadership to ensure appropriate support is available to jobseekers, as needed.

Knowledge and Skills Required

- Bachelor's degree or equivalent work experience
- Strong organizational, project management, and time management skills
- Ability to work independently without close oversight while also maintaining a team player attitude
- Passion for UpGlo's mission is essential

Work Environment/Physical Requirements

- This is a largely sedentary position that requires the ability to speak, hear, see, and lift small objects up to 10lbs
- Must be available to work evenings (approximately 2 to 3 per month)



A resource for skilled
immigrants.