

## Position Description

**Title:** Onboarding Associate  
**Department:** Programs  
**Location:** DMV Area  
**Reports to:** Program Director  
**Schedule:** 40 hours per week  
**Revised:** November 2022

### ***About the Organization***

Over the years, Upwardly Global has supported thousands of foreign-born, skilled job seekers in transitioning from poverty or exclusion to quality, thriving-wage careers through its customized program to integrate skilled immigrants into the US job market. Upwardly Global is a data-driven, innovative organization with a bold vision and a fearless spirit operating out of four major US markets and providing remote services to several parts of the country. It is unwavering in its commitment to a diverse and inclusive culture where every voice matters.

### ***Position Overview***

Reporting to the regional Program Director, the Onboarding Associate is responsible for screening potential clients to determine if they meet our eligibility requirements and for onboarding clients once it is determined they are eligible for our program. In this role, the training support associate will manage a caseload of clients and will be responsible for delivering on assigned metrics for onboarding and conversion into our training program. This position will also provide input and feedback to the regional Program Director about the intake processes to ensure we are continually refining and improving our program intake process.

### ***Essential Duties & Responsibilities***

- Successfully conduct and complete pre-screening calls to ensure potential candidates meet program entrance requirements.
- For job seekers who don't meet our criteria, communicate in an empathetic manner and provide alternative resources, as available.
- For job seekers who meet our criteria but are not yet fluent in English, communicate on-hold status and provide resources, as available.
- Connect admitted job seekers with their coach (ESA) to begin their Career Pathway journey.
- Ensure that job seekers are able to access and understand online training (WeGlo) resources and tools.
- Liaise with regional Outreach Associates on program recruitment targets and needs.
- Maintain national standards re completeness of online application and associated data capture (i.e. profession category, household salary, etc.).
- Serve as a thoughtful and welcoming initial point of contact with job seekers.

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The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Responsible for accurate data entry into our database, Salesforce.
- Maintain knowledge of regional funding requirements; Screen candidates for eligibility and collect required documentation, as needed.

**Administrative Duties:**

- Provide general clerical duties including preparing correspondence; copying; filing; scheduling; receiving deliveries; ordering office supplies; distributing mail and scanning/depositing checks.
- Manage reception area. Welcome visitors in person by greeting them and directing them.
- Recognize and resolve office needs and manage relationships with vendors, maintenance and building management in a courteous and professional manner. · Other administrative duties as assigned.

**Knowledge and Skills Required**

- Bachelor's Degree preferred.
- Knowledge of Salesforce database is a plus.
- Strong customer service, organizational, project management, and time management skills.
- A professional and resourceful style and ability to manage multiple priorities.
- Ability to work both independently without close oversight, but also a team player who will productively engage with others at varying levels of seniority within UpGlo.
- Ability to work a flexible schedule (hours may vary).

**Work Environment/Physical Requirements**

Must be available to work evening events and to occasionally work weekend sessions.

**Salary Range Disclaimer**

*The base hourly rate represents the low and high end of the hourly rate for this position. Actual wages will vary depending on factors including but not limited to location, experience, and performance. The range listed is just one component of Upwardly Global's total compensation package for employees. Benefits include paid time off policy, hybrid or remote work schedule, medical/dental/vision insurance, short term disability insurance, life insurance and retirement plan with employer match.*

**Hourly Rate: \$25- \$28 per hour**

Upwardly Global is deeply committed to building a workplace where inclusion is not only valued, but prioritized. We're proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment.

**Interested candidates should send a resume and cover letter with salary expectations to**

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A resource for skilled immigrants.  
An opportunity for America.

***HR@upwardlyglobal.org with Onboarding Associate, DMV in the subject line.***

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