

## Position Description

**Title:** Director of Learning & Engagement

**Department:** Programs

**Reports to:** Vice President of Programs

**Location:** New York, Chicago, DC or San Francisco

**FLSA Status:** Exempt

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

Over the years, Upwardly Global has supported thousands of immigrant and refugee professionals in transitioning from poverty or exclusion to quality, thriving-wage careers through its customized coaching program and holistic approach to integrating skilled immigrants into the US job market. Upwardly Global is a data-driven, innovative organization with a bold vision and a fearless spirit and unwavering in its commitment to a diverse and inclusive culture where every voice matters.

### ***Position Overview***

The Director of Learning and Engagement is a dynamic new role that works cross-functionally across all of Upwardly Global's program offerings, including career coaching, partnerships and employer engagement. In this role, you will be responsible for designing, implementing, and overseeing comprehensive learning and engagement strategies and programs that foster growth and impact towards our organizational goals. This person will be instrumental in developing and executing engagement strategies aimed at fostering connections, driving participation, and enhancing the overall experience for our community. We're looking for someone who loves being the glue between technical and program teams.

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

#### **Key Objectives:**

- Facilitate cross-functional collaboration on learning and community engagement initiatives and across the Upwardly Global program pillars of partnership, career coaching and employer engagement. These cross-functional teams include Content & Learning, Outreach, Events & Volunteering, and other special projects such as Gender & Equity.
- Develop a comprehensive learning and engagement program strategy that will ensure high-quality offerings for jobseekers, partners and employers.
- Manage and mentor a team of professionals, providing guidance, support, and opportunities for their professional growth.
- Collaborate with department heads, subject matter experts, and stakeholders to identify learning needs, ensure content relevance, and deliver high-quality learning solutions and engagement efforts.
- Establish metrics to assess the effectiveness of learning and engagement initiatives, gather feedback, and continuously improve programs to meet evolving business needs.
- Work closely with the Products team to leverage technology to enhance learning experiences and streamline learning delivery.

- Demonstrate strategic thinking ability and foster collaboration with program pillars, as well as cross-functional teams and departments within the organization, including Development, Communications, Product, and Finance.
- Manage the learning and development budget effectively, optimizing resources and investments for maximum impact.
- Stay updated on industry trends and best practices in engagement and community-building, incorporating innovative approaches into strategies.

### ***Knowledge & Skills Required***

- 5+ years of people management experience is required
- Ability to collaborate and work effectively with subject matter experts, internal stakeholders and external vendors.
- Experience in project management with demonstrated ability to show initiative, plan timelines, implement projects, and complete milestones
- Ability to communicate clearly and professionally, both verbally and in writing
- Creativity in designing engaging and interactive learning experiences
- Analytical, able and problem-solving abilities to identify training needs and evaluate program effectiveness.
- Demonstrated ability to work successfully within a highly collaborative and fast-paced environment
- Ability to integrate efforts across units and functions, promote a free flow of information and communication throughout the organization (upward, across and downward), listen actively, encourages open expression of ideas and opinions, tackle problems directly, and monitor results;
- Ability to work independently without close oversight while also maintaining a team player attitude
- Demonstrate a growth mindset and desire to continuously improve in your work and approach
- Passion for Diversity, Equity, Inclusion and Belonging
- Passion for UpGlo's mission is essential

### ***Salary Range Disclaimer***

The base salary range represents the low and high end of the Indeed salary range for this position. Actual salaries 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 a 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.

Salary Range Transparency:

- **Central Region:** 105,000- 115,000 per year
- **Western/Eastern Region:** 115,000- 125,000 per year

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 to [hr@upwardlyglobal.org](mailto:hr@upwardlyglobal.org) with the Director of Learning and Engagement in the subject line.**