



LEADERSHIP DEVELOPMENT PROGRAMS MANAGER

Reports To: Regional Leadership Development Director, Programs

FLSA: Exempt, Full-time

Location: Boston, MA - US

DESCRIPTION

Responsible for developing and executing intern relationship management and support leadership programming in conjunction with the Regional Leadership Development Programs Director. Primary point of contact for placed interns and client's on-site team. In addition, supports the national recruiting, alumni, strategic account management/business development, and fund development initiatives and other related responsibilities. The position reports to Regional Director, Programs. Ideal candidates will have strong relationship management skills, career coaching capabilities and comfort in engaging people at all levels. They will be goal-oriented and confidently drive towards desired results. To apply, send your resume and optional cover letter to jgolden@INROADS.org.

KEY RESPONSIBILITIES

1. Drive intern relationship management processes to ensure that acquisition, growth, retention, servicing and conversion goals are met.
2. Facilitate the collaboration between National Talent Acquisition Group (NTAG), Talent Management and Strategic Account Management/Business Development and other Program Managers to drive CRM.
3. Develop intervention strategies for "At-risk" Interns and review with Regional Director.
4. Create and execute plans and solutions in collaboration with Talent Managers and SAM/BD Team.
5. Build relationships across regions to facilitate intern management.
6. Lead orientation sessions with clients on INROADS Corporate Development Team processes, policies, roles and best practices.
7. Update progress for each corporate client in database monthly regarding students' Career Development Competency Plans, key projects, mentor and executive engagement and career opportunities. Build relationships with interns; advise and coach interns regarding their professional, personal and academic growth and goal-setting.
8. Facilitate local recruitment and talent management efforts with Talent Managers as requested (candidate sourcing, interviewing, selection, placement, training and development).
9. Maintain monthly voice, video or face-to-face contact with interns and record engagement daily.
10. Conduct monthly reviews of the interns' academic performance including degree plans.
11. Communicate challenge to appropriate parties internally and externally as needed. Facilitate beginning of summer training profiles, goals, objectives and coaching plans to address potential gaps in Intern knowledge, as well as in intern mid-summer and end of summer performance reviews (CDCP process).
12. Facilitate the Graduating Senior Conversion Process collaborating with SAM/BD team, Alumni Relations and client to ensure conversion expectations are met.
13. Coordinate summer training logistics and facilitate training sessions where necessary.
14. Manage market or regional volunteer base for mentorship, career coaching and facilitator support
15. Assist in promotion and marketing of the INROADS brand.
16. Provide updates to Regional Leadership Development Director, Programs on client and intern relationships and program management, evaluation reporting, budget management and talent retention.
17. Collaborate with Director of Alumni Engagement and support Alumni initiatives.

MINIMUM QUALIFICATIONS

- BS or BA required, preferred area of concentration: Business Administration, Marketing, or Education Administration
- Must have 5 years of related experience with advising, coaching, relationship management, education or customer service; 3 years Supervisory experience desired
- Experience in coaching in life skills and career development
- Strong interpersonal and public communication skills needed to cultivate customer relations with a diverse group of corporate and intern clients
- Must possess strong work ethics, integrity, professionalism and be able to perform independently
- Strong capacity to manage time and priorities
- Must be able to travel as needed
- Computer literacy with Microsoft Office Suite and Database Management
- Strong facilitator and project management skills welcome

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