

Commonwealth Corporation

Position Title:	Program Coordinator- Massachusetts Training Exchange
Reports to:	Vice President of Sector Strategies
Classification:	Level 2
Salary Range:	\$40,000- \$50,000

Who We Are: [Commonwealth Corporation](#) is a quasi-public workforce development agency that strengthens the skills of Massachusetts youth and adults by investing in innovative partnerships with industry, education and workforce organizations. Our primary goals are:

- Build regional industry training partnerships that prepare youth and unemployed workers for in-demand jobs that lead to higher rates of employment;
- Upgrade workers' skills to meet specific employer skill demands leading to more productive and competitive businesses, job growth, retention, upgrades and wage gains; and
- Increase the share of youth engaged in education and employment pathways preparing them for post-secondary education and careers.

Commonwealth Corporation works with hundreds of Massachusetts companies, thousands of new and experienced workers, and thousands of youth and young adults each year.

Among other activities, we:

- Administer the Workforce Training Fund, a trust that each year awards \$20 million in incumbent worker training grants to companies;
- Administer YouthWorks, Massachusetts' subsidized youth employment program;
- Coordinate education and workforce activities for the state's juvenile justice system;
- Implement and sell Signal Success, our soft skills and employability curriculum;

Program: The mission of the Workforce Training Fund is to provide Massachusetts businesses with the resources to invest in their workforce and improve employee skills, and to maintain the economic strength and viability of the Commonwealth's businesses. For more information about the Workforce Training Fund, please visit:

<http://workforcetrainingfund.org/>

A key initiative of the Workforce Training Fund is the Massachusetts Training Exchange. The Massachusetts Training Exchange is an online marketplace where businesses that have employees in Massachusetts find quality training for their employees and secure Massachusetts Workforce Training Fund grants to subsidize the cost of training. We are in the process of launching the Massachusetts Training Exchange over the next 6 months, while we begin to sunset an existing platform that currently supports current grantees accessing a specific Workforce Training Fund subsidy through the Express Program.

Equal Employment Opportunity: Commonwealth Corporation is committed to building a culturally diverse workforce. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

Position Description: We seek a new full-time member of our team based in downtown Boston to support the transition of the businesses and training providers to the Massachusetts Training Exchange. This includes providing customer support, troubleshooting and processing business registrations for new users in the Massachusetts Training Exchange, and continuing to support businesses that will continue to use the existing program structure as we implement a staged transition of all activity to the Massachusetts Training Exchange.

Key Responsibilities:

The MTE Program Coordinator will support businesses and training providers accessing the current Express Program by coordinating the receipt, review and approval of businesses' applications and related reimbursement requests. We anticipate that this program will continue to accept new applications for the next 6 to 9 months. However, the Program Coordinator will continue to provide support to grantees for up to 2 years as they complete training and submit reimbursement requests under this program. The key responsibilities related to this aspect of the work include:

1. Provide exceptional first-point-of-contact customer service to businesses and training providers interested in the Express Program.
2. Coordinate the Express Program application receipt and approval process, which includes data entry, coordination with other agencies to review compliance, communication with grantees, and generation of grant approval documents.
3. Review reimbursement requests submitted by businesses for the Express Program, including using a standard protocol, maintaining records and communication with businesses, training providers and internal staff to problem solve, and reconcile requests for payment.
4. Conduct regular follow-up with businesses to obtain outstanding reimbursement requests and additional information required to award a grant.

The MTE Program Coordinator will also support businesses and training providers accessing the Small Business Direct Access Program by coordinating the business registration process, responding to program support questions, and processing payment requests. As we transition to using the Massachusetts Training Exchange for the Express Program, the MTE Program Coordinator will also support businesses and training providers accessing the Express Program through the Massachusetts Training Exchange. The key responsibilities related to this aspect of the work include:

1. Provide exceptional first-point-of-contact customer service to businesses and training providers to ensure their successful use of the Massachusetts Training Exchange.
2. Working with other team members to identify trends in support needs and help design solutions for recurring questions and issues.
3. Coordinate the approval process of business and training provider registrations, including coordination with other agencies to review compliance, and communication with businesses and training providers to resolve issues.
4. Review payment requests submitted through the Massachusetts Training Exchange using a standard protocol and working with businesses and training providers to resolve any discrepancies.

In addition to these responsibilities, the MTE Program Coordinator will:

1. Maintain knowledge of CommCorp programs and direct interested parties to additional resources and other sources of information.
2. Perform other tasks as required.

Knowledge, Skills and Abilities:

- This is a role that includes significant time supporting customers. We are seeking a team member with customer service experience and who enjoys working with customers to get to a positive resolution.
- Dependable, detail-oriented and highly-organized
- Excellent technology skills; proficient in Microsoft Office Suite including Excel, and Word as well as experience with relational database platforms such as Salesforce
- Excellent writing skills
- Experience with CRM databases, such as Salesforce
- Interest and ability to adapt the responsibilities associated with this position in a growing and transitioning program
- Ability to multi-task and prioritize when handling multiple projects and tasks simultaneously.

Commonwealth Corporation offers a generous and very competitive benefits packaging, including:

- Health insurance (83% employer / 17% employee)
- HRA (Employer pays first 75% of participant deductible expenses)
- Dental insurance (80% employer / 20% employee)
- Vision Insurance
- 12 paid holidays
- 3 weeks accrued paid vacation per year
- Generous paid sick time
- Short-Term, Long-Term and AD&D Insurance
- Life Insurance up to \$250,000
- Employer funded pension plan
- Voluntary employee retirement plan options
- Pre-tax parking and commuter benefits (debit card)
- Health Flexible Spending Account (debit card)
- Dependent Care Assistance Program (debit card)

Candidates that meet all the minimum qualifications may apply by sending a resume and cover letter to:

HrApplicant@commcorp.org

Commonwealth Corporation is an Equal Opportunity Employer