



# Associate Site Director

WASHINGTON, DISTRICT OF COLUMBIA D.C. METRO AREA SITE FULL-TIME

Merit America is looking for an entrepreneurial leader to help lead our Washington D.C. operations, with the goal of helping thousands of underserved Americans advance their careers.

Merit America is a new non-profit program focused on building a large-scale pathway from low-wage work into upwardly-mobile careers. We do this by: partnering with employers; operating learning programs aligned to employer needs, which combine online learning + in-person wraparound support; and serving Americans without college degrees through our programs.

Since our launch in Washington D.C. in 2018, 89% of participants have earned an industry-recognized credential in <12 weeks, without quitting their day jobs. Graduates securing new careers have also seen a \$15K+ average annual wage gains in <12 weeks. As we continue to scale, we are looking for a talented leader to develop and oversee day-to-day operations, and help shape our growing start-up.

The Associate Site Director will be Merit America's senior representative in the Washington D.C. metropolitan area, and will be responsible for overseeing the long-term success of the program. This role presents a significant growth opportunity to help build our program and local team, taking on increasing responsibility as the site grows from dozens to hundreds of learners, and thousands thereafter.

## Your key responsibilities will be to:

- **Provide site leadership**, including:
  - Developing programming that supports our learners as they participate in our “blended learning” model
  - Connecting with local businesses, community organizations, and institutions to support the Merit America mission
  - Supervising a small but growing site program team
- **Oversee site program operations**, including:
  - Managing communications to learners regarding program updates, requirements and opportunities
  - Reviewing learner progress to identify those who are falling behind and overseeing tiered support strategies
  - Resolving learner issues that cannot be solved by learners’ coaches
  - Identifying and pursuing opportunities to strengthen the on-the-ground operation of the Merit model
  - Coordinating 1-2 events per month - creating event agendas and content, coordinating event logistics, and managing communication with learners, staff and volunteers
- **Manage local career services and job placement**, including:
  - Identifying which learners are best fit for roles with major national employer partners
  - Connecting with local employers to explain the value of Merit candidates and to help alumni get in the door
- **Support, review and strengthen coach performance**, including:
  - Aggregating learner feedback on coaches, observing coaching sessions, writing coach

performance reviews, and providing general and targeted professional development

- Meeting with each coach bi-weekly to discuss professional development goals, give feedback, and discuss anything else coaches have on their minds
- Resolving challenges that coaches escalate
- Facilitating coach onboarding, arranging experience sharing sessions, approving coach social budgets, building coach camaraderie

### Preferred Qualifications:

- *At Merit America, we believe that if you can excel in the job, you should get the job - so we hire for skills, instead of specific experience or education requirements. That said, experience and education related to the skills outlined below is preferred.*

The skills needed for success in this role include:

- **Strategic Thinking:** Superior strategic thinking and creative problem-solving skills, and ability to spearhead new strategic initiatives
- **Operational Excellence:** Exceptional operational and organizational skills, and ability to balance multiple demands to bring plans to life so as to achieve ambitious goals
- **Relationship-Building:** Strong interpersonal and communication skills, and ability to form trust-based relationships with external partners - including learners, community-based organizations, employers, funders and volunteers
- **Content Expertise:** A passion for education, workforce development and social entrepreneurship, with a commitment to improving the lives of underserved Americans, and an ability to inspire others and speak as a thought leader in the education-for-employment space
- **Deep Empathy:** Outstanding ability to collaborate, understand, and empathize with others, including people with diverse backgrounds and interests

- **Lifelong learning:** Commitment to lifelong learning and ongoing personal and professional development
- **Entrepreneurial Drive:** Resourcefulness, agility, and comfort working in ambiguous, quickly-changing environments, including eagerness to wear multiple hats as needed and to help shape our start-up's future. As we also believe in the importance of local partnerships and expertise, familiarity with the Washington D.C. workforce development community is strongly desired.

### **Details/Logistics:**

- **Timing:** Early Summer 2019
- **Compensation:** Competitive salary, with performance-based bonus opportunities; Comprehensive Benefits Package

### **One More Thing:**

- Diversity is integral to our success and we are proud to be an equal opportunity employer. We believe in workplaces that are fully inclusive, and include underrepresented individuals in terms of race, gender and/or socio-economic status, and any other characteristics protected by applicable law. We strongly encourage individuals from underrepresented groups to apply.

