

PROGRAM: TEENS

POSITION: Program Monitor

Application Deadline	Start Date	Wage	Hours Per Week	Must Be Available
	June 1, 2019	\$20.00 / hr	20-40	Days Evenings

DEFINITION: The Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP) provides an opportunity for youth to develop constructive work habits, positive attitudes, and the valuable job skills necessary to enter the workforce prepared and qualified to be productive employees. The qualified candidate will serve as a mentor who can help teens to achieve the success they want in their lives, and will have the opportunity to be a supporter and personal champion for young people.

EXAMPLE OF DUTIES:

- Provide supervision to administrative and support staff to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Resolve customer complaints and/or answer customers' questions regarding policies and procedures.
- Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.
- Prepare and issue work schedules, deadlines, and duty assignments for administrative and support staff. Recruit, interview, and select employees.
- Interpret and communicate work procedures and company policies to staff.
- Assist with evaluating employees' job performance and conformance to regulations and recommend appropriate personnel action.
- Train or instruct employees in job duties or company policies or arrange for training to be provided. Research, compile, and prepare reports, manuals, correspondence, or other information required by management and staff.
- Implement agency policies, procedures, and service standards. Make recommendations, develop or update procedures, policies, or standards.
- Coordinate activities with other supervisory personnel and/or with other agency departments. Consult with managers or other personnel to resolve problems in areas such as equipment performance, output quality, or work schedules.

MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE:

- Bachelors Degree required
- 2+ years of hands on administrative support experience
- Proficiency in MS Word, MS Excel and MS Outlook
- Knowledge of operating standard office equipment
- Excellent communication skills-written and verbal
- Ability to prioritize projects, strong problem solving skills
- Attention to detail
- Licensed driver with own car