



Instructional Lead
KindWork Customer Experience Fellowship

Employee Type: Full-Time
Position: 35 hrs/week

Title: Instructional Lead, KindWork
Status: Exempt

Brooklyn Workforce Innovations (BWI, www.bwiny.org) is one of New York City's most prominent and impactful workforce development non-profit organizations. BWI is Brooklyn-based but works to change the lives of more than 900 low-income jobless New Yorkers from throughout the five boroughs each year by offering them the skills training and support they need to launch lasting careers. We seek to develop programs that counter prevailing market inequalities, especially those based on race and gender, and contribute to a broader movement for economic justice. BWI offers the KindWork Customer Experience Fellowship through a close collaboration while the organizations finalize their strategic merger.

KindWork Customer Experience Fellowship Overview

We provide in-depth career skills training and a path to otherwise inaccessible careers at tech-enabled companies for low-income, unemployed, and underemployed young adults. Our comprehensive Customer Experience Fellowship includes: (1) full-time five weeks of training that prepares low-income young adults experiencing barriers to employment for roles in Customer Experience, Customer Support, and Customer Success at tech-enabled companies (2) personalized job placement services via our network of employer partners and a supported job search process (3) one year of post-placement career coaching and education programming. The KindWork team runs 3-4 cycles of the Fellowship per year.

Responsibilities:

As the Instructional Lead you will join a small, committed team who are passionate about helping young people launch meaningful careers in the tech sector. You will be primarily responsible for instructional delivery, curriculum planning, and coaching Fellows throughout the program. You will also work closely with the Program Director, Head of Industry Partnerships and Career Services, and Program Manager to ensure the program achieves critical job placement and career development outcomes.

Instruction (Primary)

- Facilitate virtual and in-person classroom instruction in a way that is highly engaging, builds a strong classroom culture, and is appropriate for the young adult audience. KindWork currently operates on a hybrid training model.
- Design and develop new content and learning solutions and improve existing lesson plans
 - Note: An existing curriculum is in place currently, however, frequent updates and iterations are required.
- Deliver technical and customer support career-specific instruction which includes content on Google Sheets, Zendesk, and Intercom. Demonstrate proficiency in these CRM systems to effectively teach their use in customer experience roles
- Check for skills mastery through rigorous grading and provide thoughtful feedback that solves performance and learning challenges with support from program staff
- Take charge of weekly curriculum meetings to orient the program team on upcoming lessons and action items. Collaborate with team members to ensure alignment with program goals, address any challenges, and enhance overall instructional effectiveness.
- Stay updated on the latest features and best practices for Zendesk, Intercom, and other relevant CRM systems to ensure the curriculum remains current.
- Stay abreast of industry trends by actively participating in additional training and conducting ongoing research. Incorporate newly acquired knowledge into the curriculum, ensuring that

the classroom content remains current and relevant, fostering an environment of innovation and adaptability within the instructional approach.

- Offer additional learning and coaching support to participants outside of training through office hours, small groups, and one-on-one meetings.

Coaching & Job Placement (Primary)

- Manage a roster of active job seekers in the post-training phase under the direction of the Program Director. This includes maintaining and tracking communication at a regular cadence, ensuring each graduate has a successful job search, and secures a sector-based role as quickly as possible.
- Work closely with Program Director on improving programming for career readiness and supporting job seekers and alumni

Other Responsibilities (Secondary)

- Support program recruitment efforts by participating in recruitment activities and screening interviews when needed.
- Support the team in creating compelling brand-building content for various social media channels to enhance recruitment efforts and elevate program brand awareness.
- Develop engaging posts, updates, and multimedia materials that showcase the impact of the KindWork Customer Experience Fellowship and attract potential participants.
- Other duties as assigned.

Qualifications:

- 2 or more years of experience in virtual and in-person facilitation roles in education, career development, corporate L&D, or professional setting.
- Demonstrated proficiency with virtual facilitation; using unique features of classroom technology to sustain learner engagement.
- Preferred proficiency in Google Workspace and experience with CRM systems, particularly Zendesk and Intercom, is highly desirable.
- Excellent verbal and written communication skills.
- Strong time management skills; ability to multitask, flex, think on your feet and perform effectively under time constraints.
- Experience coaching, guiding and instructing individuals and groups in a professional setting
- Enthusiasm and respect for working with low-income younger adults.
- Flexibility to work in person as needed during training cycles

Compensation & Benefits: \$65,000 - \$70,000 per year depending on relevant expertise and experience. BWI offers an excellent benefits package including health and dental insurance after 60 days of employment, life insurance, employee retirement savings plan, flexible spending account, and generous vacation, holidays, personal days, and sick leave. Employer retirement contribution after three years of service. BWI maintains an inclusive and fun office culture, and offers reasonable flexibility in work schedules. Outside of training cycles this role is eligible for up to two days of remote work per week, with supervisor approval. Workplace Health/ Safety policy states that all new hires must be fully vaccinated against the COVID-19 virus.

To Apply: Email, cover letter, resume and salary expectations to Shani Watler, KindWork Program Director at shani@kindwork.org. Only applications with a cover letter, resume and salary expectations will be considered. No phone calls, please.

***BWI is an equal opportunity, affirmative action employer.
People of color, community residents and women are strongly encouraged to apply.***