



JOB TITLE: Project Manager - Training and Program Design (1 year contract with potential to convert to permanent, depending on program development)

ABOUT NEIGHBORHOOD TRUST

Neighborhood Trust's mission is to empower low-income individuals to become productive participants in the U.S. financial system and achieve their financial goals. Annually, Neighborhood Trust reaches nearly 10,000 individuals on a national scale through its innovative programs. With more than 20 years of experience, Neighborhood Trust emerged as an early pioneer in the financial empowerment field and continues to be an industry leader. Today we have programs that deliver services locally in New York City as well as nationally via our TrustPlus workplace financial wellness benefit.

POSITION DETAILS

The Project Manager will work with Neighborhood Trust's training team to digitize our approach to training financial coaches, allowing us to build up the financial empowerment field across the country and improve low-to-moderate families' access to high-quality financial coaching. You will be developing a variety of curriculum materials for Neighborhood Trust's best in class Financial Coach Training in adherence to the established program style and company vision. The Project Manager will participate in audits of existing courses, assist with content development and course planning, and collaborate with the Technical Assistance team to build the training into our cutting-edge Learning Management platform designed to maximize engagement and enhance learner's experience.

PRINCIPAL RESPONSIBILITIES

- Analyze diverse training sessions in their current format and customize to fit a digital format, making adjustments as necessary to ensure universal adaptability and effectiveness of the digital training
- Collaborate with content writers and subject matter experts to develop curriculum materials including outlines, scripts, learning objectives, assessments, assignments, slide decks, discussion prompts, and interactive learning tools
- Update aging content to maintain quality and enhance student learning experience
- Research new subject material and employ instructional design strategies to support student learning, increase engagement, and enhance user experience
- Utilize adult learning principles and communication techniques to help create effective digital trainings
- Build training modules in our Learning Management System
- Help conceptualize and develop evaluation measures; including knowledge checks and course assessments for users
- Conduct follow-up studies and/or surveys of all completed training to evaluate and measure results with internal stakeholders

- Manages communication with Learning Management System customer service and help lines
- **Other**
 - Attend All Staff and Program Team meetings
 - As needed, consult on broader program team initiatives
 - As needed, engage in program management tasks
 - Assist with organization wide initiatives by request (e.g. support roll out of talent management changes, information security and celebrations)

REQUIRED SKILLS AND ATTRIBUTES

- Bachelor's degree required
- Demonstrated experience in developing online learning courses
- Experience with digital audio and video editing is a plus.
- Effective written and communication skills
- Experience administering Learning Management Systems, like Tovuti, a plus
- Experience with Salesforce a plus
- Experience working with low-to-moderate income communities a plus
- Technical aptitude to be able to quickly learn new technologies and to design, develop and review blended learning solutions and online training materials and content.
- Can give and receive constructive feedback
- Takes initiative to suggest solutions to problems
- Track record of strong listening skills and ability to take instruction and execute independently
- Commitment to Neighborhood Trust's mission of empowering the working poor

COMPENSATION

Salary from \$65,000 - \$75,000 and benefits package offered.

Neighborhood Trust is committed to a workplace culture of collaboration and respect. We are dedicated to ongoing professional development for our employees, supporting career growth and opportunities for advancement within the organization. Neighborhood Trust is an equal opportunity employer and we are committed to equal employment opportunity in all decisions related to employment, promotion, wages, benefits and all other privileges, terms and conditions of employment.