



# Youth Build Philly

CHARTER SCHOOL



## AmeriCorps – Customer Service & Technology Facilitator

### **YouthBuild Philadelphia Charter School**

#### **Mission**

YouthBuild Philadelphia Charter School's mission is to empower young adults (18-20 year-olds) to develop skills and connect to opportunities by fostering an environment of love, support, and respect for their whole person. Students graduate high school and successfully transition to college and career as critically conscious leaders, committed to positive change for themselves and their communities.

#### **Vision**

YouthBuild Philadelphia Charter School provides an outstanding alternative education that activates the capacity of all students to learn, achieve and grow. YBPCS will be recognized as a model of authentic experiential learning, not only among programs serving out-of-school youth, but also among all high-achieving schools and youth programs in the country.

High expectations, a nurturing climate, personalized culture and rigorous real world learning experiences ensures that graduates are poised for life-long learning and career advancement. It is our vision that YouthBuild graduates will emerge as highly accomplished, self-sufficient, self aware and socially conscious citizens. Graduates will be energized about their futures and build support networks for their personal, social and emotional health and well-being.

YouthBuild Philadelphia Charter School will maximize its capacity to engage each student's passion, tap into his or her individual potential and provide him or her with real opportunities for personal and professional transformation.

#### **Values**

YBPCS' values are deeply held and come from a love of humanity and a perspective that views each student as a community asset. The programs three core values - respect, excellence and perseverance – are reinforced through all aspects of the program.

#### **Impact Statement**

Young people in Philadelphia who are disconnected will build skills and access resources and opportunities to achieve economic stability and personal development, and become critically conscious leaders within their communities.

### **Job Description**

A Full Time AmeriCorps Position; the ideal candidate will have the desire and skills to work with young adults as they grow their skills through a rigorous customer service, digital literacy and graphic design vocational training track that ultimately prepares them for retail (customer-facing) employment as well as post-secondary education. This position is housed within the Business Administration Scholars (BAS) vocational track a specifically designed pre-college track, where students are prepared to handle work-school-life balance after YouthBuild. With the support of a team of individuals, this position will have teaching, service, mentoring and extracurricular responsibilities.

This is a full-time year-long *service* position from **August 12, 2019 to August 19, 2020** paid through a bi-monthly AmeriCorps stipend. Regular hours will be approximately 8:00 AM to 4:00 PM Monday through Friday. However, please note that some irregular hours are expected for this position as events demand. Upon completion of the year-long service term, incumbents will be awarded an educational award as well.

### **Benefits**

- A living allowance of \$16,000 for the 12 month term. The living allowance is taxable, and taxes will be deducted directly from the living allowance and will be distributed biweekly, first by check than by direct deposit.
- All members are required to have health insurance. Should the member not have health insurance, YouthBuild Philadelphia will provide reimbursement of monthly premiums for individual health insurance.
- Childcare coverage (if applicable)
- Monthly transpass
- Loan forbearance with interest-accrual payment, and
- An education award of \$5,920 upon completion of the full term of service.

The duties and responsibilities of the AmeriCorps – Customer Service & Technology Facilitators are, as follows:

### **Create an engaging service site with partners focused on creating graphic design, websites, videography and office administrative assistance to non-profit organizations.**

- Establish partnerships with community organizations that need assistance.
- Facilitate service projects centered around community engagement and technical service.
- Problem-solve with students the day-to-day barriers on the worksite, that arise and use this as teachable moments so they may build transferrable and professional skills

### **Customer Service Training**

- Teach classes to select students in the basics of customer service using an established customer service curriculum
- Grade students on their work and meet with them to discuss professional skills attainment
- Act as a support to the Customer Service Manager for the on-the-job training in an applied learning site for customer service

### **Technology Training**

- Teach established coursework to build foundational skills for Digital Literacy that will better prepare them for post-secondary school and employment

- Work with all students on website design, graphic design, videography and office administration work.
- Attend weekly all-staff and department meetings, as well as any other meetings as required by the BAS Manager and Director of Vocational Training

### **Pre-College Support**

- Guide and support young adults in the process of post-secondary educational discernment process

### **Vocational Leadership**

- Believe deeply in the mission and values of YouthBuild Philadelphia
- Model professional behavior for students at all times
- Exhibit consistent positive rapport with students
- Develop teamwork and leadership skills of students
- Demonstrate creativity and flexibility in identifying locations and settings of professional-work opportunities, as well as in the teaching tools used in the career-readiness preparation.

### **Program Involvement**

- Participate in the School's Mentoring Program;
- Participate in community-service projects in keeping with the service ethic of the School;
- Support the overall climate and culture of the School, including but not limited to, the utilization of restorative-practices for disciplining students, support of leadership development, participation in events, and visits to worksites/internships, as appropriate;
- Support fundraising and related development efforts for the School.

### **Professional Development**

- Continue to develop professional skills through trainings and professional-development activities offered both at the School and identified external trainings;
- Attend retreats, workshops, and conferences, as required.

Other duties as assigned by the BAS Manager or Director of Vocational Training

### **Qualifications**

YouthBuild Philadelphia requires the following qualifications for this position:

- Experience with customer service - in a retail or customer facing position preferred
- Strong ability to use the latest versions of digital literacy tools including, MS Office, Email, Internet, Google Drive & relevant docs, blogging applications, some graphic design
- Basic understanding of the college application process
- Associates Degree required, bachelor's degree preferred
- Teaching or formal training experience preferred, not required
- PA, PA Child Abuse, and Federal/FBI (Acts 24, 34, 114 and 151) criminal background clearances;
- Experience working in a team setting
- Ability to work enthusiastically with young people who have not completed high school
- Strong communication skills, with the ability to present information to groups;
- Ability to operate in a fast-paced, highly flexible work—often highly intense—work environment;
- Ability to travel to locations, organizations or events in the City of Philadelphia and surrounding counties;

- Creativity in developing strategies that lead to students' success;
- High level of professionalism and customer-service skills;
- Respect for the intelligence and experiences of young adults;
- Strong commitment to helping young adults succeed in reorienting their lives, nurturing their leadership skills, and enabling them to make a difference in their community

Ideal candidates for these positions are motivated self-starters with the ability to be flexible and work well with a team. A desire to work with high-need, low-income students is crucial. Candidates should also have excellent interpersonal, facilitation, conflict resolution, and organization skills. Candidates must have the ability and willingness to do occasional physical labor including: lifting, carrying, cleaning, painting, etc.

To apply, please send your letter of interest and resume to Tanza Pugliese, AmeriCorps Grant Coordinator at [info.americorps@youthbuildphilly.org](mailto:info.americorps@youthbuildphilly.org) with the words "BAS PennSERVE Service" in the subject line. No phone calls, please.