



Job Description

Job Title:	Training and Support Specialist
Function:	Product & Program Mgmt.
Group:	Product Development & Support
Office Location:	New York
Reports to Title:	Manager, Training and Support
Geographic Scope:	Organization-Wide
FLSA Status:	Non-Exempt

The statements below reflect the general responsibilities and requirements of the identified position but may not describe all the work requirements that may be inherent in the job.

I. Job Summary & Details:

The Technology and Public Benefits Trainer & Support Specialist will design and develop training products for new and existing partners. They develop and update existing training materials and benefits eligibility. They will also act as a key member of the support team, providing on-call support on technology and benefits related issues to partners through various channels and contributing to the development and enhancement of Single Stop's broader support strategy.

A. Essential Job Duties and Responsibilities:

- Develop and update technology and public benefits training programs by reviewing and evaluating existing benefits programs, technology use, establishing key learning outcomes, identifying appropriate delivery methods, and developing methods to test knowledge gained from the trainings.
- Update benefits eligibility requirements for any benefits within the Single Stop Technology as well as any supporting materials.
- Create supporting materials for site partners (including agendas, presentations, and exercises for onboarding new site staff and refreshing existing staff, as well as materials for cross-training team members).
- Provide on-call support services to partners on technology, case management and benefits eligibility issues through text, email, and phone systems. Track support work using online tracking software.
- Facilitate one-on-one and group training sessions on technology, public benefits and services, as well as the case management process.

- Contribute to team effort to develop, implement, and evaluate client and partner support system on an ongoing basis.
- Other duties as assigned.

B. Managerial Responsibilities:

- Position’s supervisory accountability: **Individual Contributor**
- People-management scope of the position (*completed for positions that directly or indirectly manage or supervise others*). Number of:
 - Direct Reports: **None**
 - Indirect Reports: **None**
- Key stakeholders this position is expected to internally and externally interact with:
 - Internally:*
 1. All departments and leadership, but primarily Product Development & Support staff
 - Externally:*
 2. Site staff and management; external material design firms

C. Travel Requirements: Yes No

If yes, the expected travel requirements of the position are listed below.

- Percent travel required: **11-25%**
- Travel is primarily to: **NY, NJ, and PA partner sites, with limited travel to National sites**

D. Physical Demands: Yes No

Occasional walking and/or lifting/carrying of equipment (less than 10lbs.)

II. Education/Qualifications & Work Experience:

Required:

- Bachelor’s Degree
- At least three years of experience developing and facilitating trainings and / or giving presentations to both large and small groups
- Deep knowledge of public benefits and the application processes
- Proficient with Microsoft Word, Excel, and PowerPoint

Preferred:

- Master’s Degree
- Experience working for a mission-driven organization (nonprofit preferred)

V. Competencies (Key Behaviors):

Required:

Organizational Competencies – Every Single Stop employee must be adept at the following:

- Commitment to, and passion for, the mission and values of Single Stop and the challenge of helping Single Stop support its rapid growth and achieve maximum impact.

- Adaptable / Flexible: Easily adapts to changing organization needs, environment and work priorities.
- Persistent / Resilient: Is not easily deterred by or because of obstacles or challenges. Quickly recovers and remains strong and unaffected after something challenging occurs.
- Team Oriented / Collaborative: Interacts and engages effectively with colleagues within and across departments.
- Initiative / Motivated: Self-directed person who takes appropriate action to influence outcomes and / or drive progress and positive change. Displays energy and enthusiasm in approaching their job.

Role-Specific Competencies – These competencies are necessary for this role.

- Excellent communication skills across multiple channels (e.g., written, verbal, platform).
- Ability to quickly build (and maintain) strong relationships with key stakeholders

Preferred:

- Demonstrated ability to multi-task, including shifting priorities and concurrent tactics
- Strong critical thinking skills (ability to problem solve, find new / creative solutions to complex problems and to appropriately challenge legacy) and the ability to problem-solve with multiple stakeholders

Applications:

- All applications must include a resume and cover letter
- Submit to Alissa Garrigo at agarrigo@singlestop.org