

AchieveMpls Job Posting:
Step Up Youth Services Assistant
Full-time, temporary position (four months)

Position Overview

The Step Up youth services assistant provides vital support to Minneapolis youth as they begin their participation in the Step Up Youth Employment Program, complete their work readiness training, are matched with summer internships, and navigate employer hiring and onboarding processes. This team member serves as a primary point of contact for youth who have questions, need to adjust their schedules or update their internship records.

This is a full-time, temporary (four month) position from mid-February - June. Due to the nature of the position, the youth services assistant must be available to work a schedule that allows them to communicate effectively with young people who are primarily in school during these months. A daily schedule of 10 a.m. – 6 p.m. will be necessary most days. This position reports to the Step Up youth services manager.

About Step Up

The Step Up Youth Employment Program prepares today's youth for tomorrow's careers by recruiting, training and placing more than 1,300 Minneapolis young people (ages 14-21) in paid internships each year with over 200 regional employers, from Fortune 500 companies and small businesses to public agencies and nonprofits. As one of the nation's leading youth employment programs, Step Up leverages a collective of more than 200 partners spanning 15 industries and multiple sectors. Step Up has provided over 30,000 internships since 2003, yielding a competitive talent pipeline, a stronger economy and millions of dollars in wages for Step Up interns. Step Up is a partnership of AchieveMpls, the City of Minneapolis, CareerForceMinneapolis and Project for Pride in Living.

The Young People We Serve

Step Up supports historically underrepresented Minneapolis youth who are ready to navigate the professional world. Step Up interns are the leaders of tomorrow, the talent that will power our region and reflects the global fluency of our communities. Our recent interns were 91% BIPOC youth and 50% youth from immigrant communities. Interns were born in over 15 countries and speak more than eight unique languages.

Primary Duties and Responsibilities

- Track and respond to all phone calls and emails from interns and parents, updating database records as necessary
- Send reminders to interns and parents about Step Up events and deadlines
- Assist Step Up youth services manager with work readiness training and internship placement activities
- Prepare and send key program information to youth en masse at key points throughout the program cycle
- Provide high-quality customer service for all Step Up inquiries

- Assist intern onboarding at various employers throughout the Twin Cities
- Create and maintain files for all interns
- Other duties as assigned

Required Qualifications and Experience

- 1-2 years professional experience working with diverse populations
- Excellent organizational skills with great attention to detail
- Ability to independently, problem-solve, prioritize and balance multiple tasks with a high volume of phone and email traffic
- Strong communication and customer service skills
- Experience with youth training or development preferred
- Microsoft Office experience
- Experience with relational databases preferred, ideally Microsoft Dynamics CRM

Wage

\$19 per hour

To Apply

This is a full-time, temporary (four month) position from mid-February - June. Send letter of interest and resume to HR@achievempls.org. Priority given to applications received by Monday, January 24. Position is open until filled.

AchieveMpls is an Equal Employment Opportunity Employer

About AchieveMpls

AchieveMpls rallies community support and delivers best-in-class programs to inspire and equip Minneapolis and Saint Paul young people for careers, college and life. Our vision is that all young people have full and equitable access to postsecondary education and career opportunities, creating a more just and vibrant community. We direct Career & College Centers in 19 Minneapolis and Saint Paul public high schools; connect students with career exploration opportunities through the Step Up Youth Employment Program and Achieve College Internships; host EDTalks and other public engagement events; and support MPS in securing grants and managing school funds, staff mini-grants and college scholarships. Learn more at www.achievempls.org.

Our Commitment to Equity

AchieveMpls is committed to hiring talented individuals who are passionate about our mission and represent the diverse identities of the communities we serve. We acknowledge and honor the fundamental value and dignity of all persons. Our hiring decisions are guided by our equity values: embracing differences—race, culture, religion, ability, gender, gender expression, sexual orientation and class—eliminating racism and other forms of bias and creating an inclusive workplace where all employees feel valued, heard and respected.