



Launch Operations & Support Specialist 2024 Job Description

Scope and Position Responsibilities

The Launch Program provides a “light touch” career planning and coaching program primarily assists TANF and SNAP recipients in the state of Colorado chart a course toward career success. The Launch Operations & Specialist provides operational leadership and administrative project management to ensure seamless execution of the Launch program. This position assists the Launch Program Director and staff to execute strategies, activities and tasks that track, support and engage participants in the CrossPurpose Launch program.

Department: Launch

Supervisor: Launch Program Director

Direct Reports: 0

Indirect Reports: 0

Scope and Position Responsibilities

- Manage recruitment flow for Launch leads; develop outreach strategy and calendar; conduct and log all potential participant outreach calls; update Salesforce with all outreach communications.
- Attend online Launch meetings as requested to assist the presenter with screen shares, monitor live chat and answer any questions, and follow up with participant needs expressed during class.
- Manage, update, and maintain all program documentation, including class attendance, participation data, process/best practices documentation within Salesforce.
- Process all stipend/supportive services requests and payouts; review supportive services requests with program participants and align with state approvals for such requests.
- Review TANF and SNAP billing logs on a weekly basis, using CBMS to verify the validity of participant benefits.
- Work with team members to document process gaps and propose solutions to help the department run more efficiently and productively.
- Work collaboratively with team members to manage program retention activities, including outreach to participants following a missed class; assist program lead by communicating with TANF case managers and other referral stakeholders regarding participant progress.
- Review and troubleshoot technical issues with online asynchronous platforms.
- Participate in gathering and submission of departmental reports, including weekly tracking reports, government contracts revenue tracker, expense reports, etc.
- Track departmental programs and task lists in Asana to ensure execution of critical tasks, reports, and responsibilities.
- Attend regular team meetings and 1:1 meetings as requested.
- Look for, create and share ways to make process improvements for greater efficiency
- Other duties as assigned.



Qualifications

- Bachelor degree in Communication, Counseling, Business, or other related field preferred
- Microsoft Office and G Suite proficient. Use of Asana and Salesforce
- Strong written and verbal communication skills
- Detail oriented and organized, must be excellent with follow up and follow through
- Ability to work in a team environment
- Ability to problem-solve, multi-task, complete work on time and work independently
- Experience working with diverse populations
- Responsible and accurate with managing finances and expense reporting
- Passion for the CrossPurpose mission and values
- Employee must provide own working laptop (PC or Mac) and smartphone

Hours, Compensation and Benefits

Hours: 40 hours/week: Monday - Friday 8:00am - 5:00pm, occasional other hours as scheduled.

Starting Salary Range : \$ 55,000 - 66,000 annually

Performance Bonus: Up to 5% of salary

Vacation: 12 days per year, plus the office is closed Christmas Day - New Years Day and staff have limited duties

Sick Days: 8 days per year

Insurance Benefits: Health, dental, vision, workers compensation, unemployment, short term disability, long term disability

These and other benefits are discussed in more detail in our Employee Handbook.

Employee Signature

Date

Supervisor Signature

Date

HR Signature

Date