

JOB DESCRIPTION

Job Title: Program Manager
Department: AHLEF
Reports To: Senior VP of Career Development
Location: Orlando, FL (Satellite Office)

Summary of Position:

The Program Manager is responsible for implementing and maintaining lodging industry wide programming in support of apprenticeship, opportunity youth, scholarships, and other career development projects seeking to help people build careers that improve lives. The Program Manager will have the opportunity to innovate and develop new programs that help to shape the future hospitality workforce. This position will serve as a project manager; including the fulfillment of federal contracts and workforce development grants with AHLEF staff. The Program Manager should have a strong understanding of lodging industry careers, the workforce development market, and emerging trends in talent recruitment and development. This position also plays a critical role in supporting the AHLEF certifications managed by the American Hotel & Lodging Educational Institute and will ensure close integration of these credentials in all career development work.

Principle Duties:

- Serves as part of the Foundation team working to achieve its core mission: helping people build careers that improve their lives, and strengthen the lodging industry. Works to accomplish AHLEF's Career Development goals; including strategies to attract, retain, and upskill lodging industry talent.
- Work collaboratively with AHLEF strategic partners aligned on career development projects.
- Manages progress of fulfillment of federal contracts and workforce development grants with AHLEF staff.
- In collaboration with the SVP of Foundation Programs, support the AHLEF scholarship initiatives including professional development and academic scholarships
- Coordinates activities with AHLEF's registered apprenticeship program with the US Department of Labor and ensures the success and fulfillment of all contractual and performance objectives.
- Manage employer relationships, apprentice registration, and complete program requirements for AHLEF's apprenticeship program.
- Support the Senior VP of Career Development by hosting informational webinars, presentations, and accelerator meetings to AHLEF lodging members to grow apprenticeship enrollment numbers.
- Engages with AHLEF Partner State Associations to collaborate on career development projects.
- Supports the AHLEF communications team to help promote the lodging industry's vibrant career pathways under the 'Dreams Happen Here' campaign.
- Promotes AHLEF activities to publicize and promote emerging career development programs - understand the effectiveness/usage of print, digital, social media.
- Works with AHLEF communications team on all programmatic external communication (collateral material, website, social media, and literature) so that it is reflective of current program activity and metrics.
- Serves as AHLEF liaison to community based organization partners receiving grants under the Empowering Youth Project for opportunity youth.
- Collaborates with Senior VP to engage with community, non-profit, and governmental organizations where strategies to upskill American workers in the lodging industry align. Monitors potential new areas of funding where synergies exist.
- Helps to design evaluative measures, metrics and process for tracking participants engaged in career development programs.
- Manages multiple projects and working groups simultaneously for all assigned products.
- Communicates and cooperates in a positive manner with all AHLEF/AHLEF departments to help achieve department and company-wide goals. Maintains frequent contact with internal departments and provides assistance as required.
- Serves in a positive, professional manner as a representative of AHLEF with customers and at events such as tradeshow, seminars and sales presentations.
- Perform other duties as assigned.

Essential Training/Experience:

- Bachelor's Degree
- Minimum of five years working in career development; hospitality industry specific or apprenticeship programs preferred.
- An understanding of federal government funding sources and their applicability to workforce development.
- Strong project management skills, including if possible the fulfillment of federal contracts and grants, and development of the internal infrastructure and external systems to support fulfillment.
- Demonstrated success in managing emerging programs and meeting deadlines.
- Strong organizational and time management skills.

- Ability to deliver public speeches and presentations.
- Strong sales, marketing, and communications background.
- Professional demeanor and excellent customer relationship building.
- Proficiency in MS Office business applications.
- Ability to maintain confidentiality of work records and related information.
- Knowledge of the general operations and procedures of the American Hotel & Lodging Educational Foundation.
- Knowledge of the purposes and policies of the American Hotel & Lodging Educational Foundation and American Hotel & Lodging Association.
- Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculators, pencils, legal pads,
- Ability to travel without any restrictions is necessary. The employee must be able to travel on commercial airlines (coach-class) and handle/carry their own luggage.

American Hotel and Lodging Association is an Equal Employment Opportunity (EEO) employer committed to maintaining a non-discriminatory, diverse work environment. American Hotel and Lodging Association does not unlawfully discriminate on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or expression, genetic information, or on any other basis prohibited by applicable law in any of its programs or activities.

How to apply:

Interested candidates should submit their cover letter, resume and salary requirements to careers@ahla.com.