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Sandra Hartog & Associates is a full service management consulting firm dedicated to supporting companies in their efforts to select, develop, and retain innovative and successful employee talent.

Fenestra is a division of Sandra Hartog & Associates. **Fenestra** is a provider of premier HR technology solutions, employing products and services to manage selection and development of employees in multiple industries, including financial services, pharmaceutical, manufacturing, consumer goods, education, marketing, retail, and hospitality.

For more information on our firms, visit our websites at www.sandrahartogassoc.com and www.fenestrainc.net

Job Title: Program Administrator for Web-based Selection and Development Programs

The ideal job candidate will enjoy proactively addressing issues in an environment where things change quickly, will respond with initiative to the evolving needs of our firm, and will be able to effectively multi-task. Our client-driven culture demands that each person reprioritize when necessary and wear many different hats throughout the day. This is an entry level position with significant growth opportunities.

The Program Administrator will be responsible for most aspect of SH&A/Fenestra's web-based assessment programs. Responsibilities will include:

- ❑ **Client Relationship Management**
 - Serving as a conduit of information between the external client, internal colleagues, and the firm's management, both in person and via telephone and email
 - Serving as the project manager/liaison with the client and Client Relationship Manager
 - Serving as the liaison with the Technology/Helpdesk Administrator around issues related to site performance
 - Answering the helpdesk line / main phone lines (interacting with clients and vendors)
- ❑ **Management/Administrative**
 - Managing day to day program operations including:
 - ❑ Supervising part time/ temporary staff (will require work during some early mornings or evening hours)
 - ❑ Scheduling assessors, actors and clients that meet the needs of all parties
 - ❑ Expanding assessor and role player talent pools
 - ❑ Creation and submission of invoices
 - ❑ Editing assessment reports, if necessary
 - ❑ Posting assessment reports, if necessary
 - ❑ The production of assessment materials such as binders, folders, and forms, if necessary

- ❑ **Quality Control**
 - Training others in conducting the role plays
 - Training others to complete the behaviorally based evaluation forms
 - Maintaining the evaluative quality and consistency across assessments by observing role plays and coaching sessions intermittently
 - Providing feedback to the Client Relationship Manager regarding any and all quality concerns (e.g., assessor quality and preparedness, readiness of talent pool, reports, client issues, etc.)
 - Maintenance of the assessment materials. This may include, but is not limited to, modification of materials, suggesting site improvements, tool design, etc.

- ❑ **Assessment Effectiveness Analyses**
 - Management of the data process for assessing the ROI, adverse impact, and validity of the assessment programs
 - Co-design and implementation of a user-feedback survey
 - Monthly phone interviews/data gathering with clients
 - Data aggregation, analysis and report preparation for dissemination to the client

- ❑ **Assessment**
 - Conducting behavioral based coaching and assessment (we will train) with an international client base

Skills required:

- A Masters in Industrial/Organizational Psychology or a related field with relevant work experience preferred. Students with advanced course work will be considered.
- Strong written and verbal communication skills
- Detail orientation, with exceptional customer and quality focus
- Ability to learn quickly
- General comfort with web-based technology

To apply for this position, please send your resume and cover letter to Laura Dietrick at ldietrick@sandrahartogassoc.com