



Program Coordinator (Learner Success) Sale Consultant Program

ARE YOU OUR MATCH?

Generation Thailand is not the typical not-for-profit organization that you could imagine. Instead, we're a global and fast-growing start-up that doesn't only solve problems but also drive system changes in the education to employment space. We are a team of passionate individuals coming from different backgrounds and professions, from commercial to education and non-profit sectors. "Better our Best" is our value that brings us all together. Working at Generation is more than just a job: it is an opportunity to drive social impact globally. If you are open-minded, agile and want to drive changes at a deeper systemic level, this is the place that feels like home.

POSITION OVERVIEW

We are looking for a full-time **Program Coordinator (Learner Success)** for our Sale Consultant Program under the Electric Vehicle (EV) industry to join a fast-paced, collaborative team dedicated to making a difference for job seekers in Thailand. The Program Coordinator will play a key role in implementing our Learner Engagement strategy, with responsibilities including:

1. Responsible for learner well-being; manage all learner-facing communication and offer ongoing support to troubleshoot key learner concerns
2. Plan and execute co-curricular activities throughout the program (e.g. program orientation, mentorship, employer matching activities, graduation, etc.)
3. Co-design and implement learner recruitment plan, including marketing and communications aspects for community outreach
4. Coordinate mentorship support activities between volunteers and learners
5. Provide support to learners after graduation through alumni engagement activities and assist graduates in securing employment by providing placement support services, and
6. Maintain and report learner-related data using Generation data processes and systems

If you're excited about making a lasting impact and helping individuals reach their full potential, we'd love to hear from you!

Type of employment: Full-time employment position for 1-year (with possibility of extension, subject to funding)

Working Environment: This position is based in Bangkok, Thailand. Working arrangement is flexible (able to visit the office at least twice a week).

Start Date: As soon as possible

This position is not eligible for visa sponsorship.

Interested candidates should apply and submit a motivational letter, comprehensive CV, expected salary and details of at least 2 referees to nitchakan.promla@generation.org with cc. to contact-th@generation.org

TO BE SUCCESSFUL YOU'LL NEED:

- University degree in any fields, preferable in education, social science, communication, or hospitality- related field
- Minimum of 3 years of demonstrable experience in program management, program coordination, organizing in-class and virtual teaching and/or training, and monitoring of program activities
- Background in career counseling, recruitment, partnerships management, or other relevant fields is a plus
- Prior experience either in the customer service or familiarity with the EV industry will be preferred
- Fluency in Thai and good command of English (written and spoken)
- Knowledge of employability of youth and disadvantaged groups in Thailand context is desirable

Also you should be/have:

- An extrovert who enjoys working with people and has a passion for supporting job seekers of all ages to get a job
- An excellent communicator and can customize her/his communication to a diverse learner group
- The ability to remain calm in adverse situations, and can prioritize learner interest and well- being above all
- Comfortable with speaking to a large group of learners with different backgrounds, and making ad-hoc presentations to explain complex messages to learners in a simple way
- Detail oriented and a task master mindset to plan and execute learner facing activities effectively
- Comfortable to work on digital tools, such as Microsoft Office Suite (open to taking additional training for tools like Salesforce, Power BI, and etc.) and digital marketing platforms
- A self-starter and takes end to end ownership of tasks assigned; open to asking for help where required and can collaborate extensively across the organization

- Ideal candidate has knowledge of issues and the players in the skills training landscape
- Ideal candidate will possess some work experience with community-based programs and/or non-profit organizations targeted disadvantaged populations

WHAT YOU'LL DO:

Learner Recruitment

- Work with program and marketing and communication team to design learner recruitment strategic plan, marketing, and community outreach
- Screen and shortlist suitable applicants for owned cohorts/programs
- Process applications for owned programs in a timely manner by screening and shortlisting applicants according to our internal recruitment framework
- Update applicant data on Generation Salesforce platform in a timely manner

Learner well-being

- Collaborate with the program team and prepare learner communication and instance management plan for every cohort
- Establish a warm and supportive relationship with every learner through formal and informal touchpoints (e.g. office hours, lunch with learners etc.)
- Lead the troubleshooting of learner concerns and issues, and escalate where required to the program team, instructors, and mentors
- Encourage peer support among learners to resolve common concerns, and connect them with the larger Generation alumni community where required
- Monitor learner well-being through data collection and facilitate the well-being check in activity to support learner according to their needs

Co-curricular activities

- Collaborate with the program team and prepare the co-curricular activities calendar for every cohort
- Prepare and execute key activities such as welcome to Generation sessions, learners onboarding, placement orientation, mentorship introduction, employer-learner matching process, and employer networking (collaborate with the Program manager to align on key messages and outcomes for each activity)

Mentorship coordination

- Collaborate with the program team to align on the mentorship activities for each cohort
- Develop a deeper understanding of all learner's strengths and areas of support needed and collaborate with volunteer mentors to execute personalized support to learners
- Manage regular check-ins with volunteer mentors and learners during and after the bootcamp, and escalate key concerns/issues highlighted to the program team

Placement support

- Prepare graduates for employment post programs through employability supports such as resume writing, interview practice, job search, etc.
- Manage learners' aspirations to ensure that they secure the career they want in an environment suitable for the learners
- Support learner on the job application process following up the tailored placement solutions
- Coordinate with stakeholders and acquire relevant resources to support the learners on securing employment

Data and reporting

- Maintain all learner data for select cohorts in standard format on Generation Salesforce portal
- Regularly update the data systems with latest information on learners (up to 6 months from graduation) and provide on demand reports on learner progress

Additionally, the program coordinator may need to take on ad-hoc responsibilities delegated by Country Program Lead, typically related to learner facing work or general coordination of program specific activities/events.

About Generation

At [Generation](#), we believe in the power of employment to change lives. We are a global employment nonprofit network that supports people to achieve economic mobility so they can change their lives. We train and place adults into careers that would otherwise be inaccessible and seek to improve how education to employment systems function. Generation launched in 2015 and consists of a global hub and a network of in country affiliates that spans 17 countries. To date, Generation has more than 100,000 graduates and those graduates have earned \$1 billion in wages since 2015. Generation works with more than 14,000 employers, implementation partners, and funders.

[Generation Thailand](#), officially launched in 2021 under the support of Thailand's Ministry of Higher Education, Science, Research and Innovation (MHESI) and Microsoft, aimed to train and place 350 individuals in technology and healthcare roles over 24 months. To date, we have exceeded our initial targets, with 361 alumni completing the program and achieving an 85% average employment rate. Our success is reflected in strong partnerships with 29 business organizations and the engagement of 57 expert instructors, demonstrating the effectiveness of our approach in both the Technology (Junior Software Developer) and Healthcare Services (Senior Care Professional) sectors. Building on these achievements, we are now launching the GenNX NEXT Program, which aims to develop specialized skills for Thailand's rapidly growing Electric Vehicle (EV) industry, aligning with government and MHESI policies for sustainable economic development.

*Generation Thailand considers all applicants on the basis of merit without regard to race, religion, sex, gender identity, sexual orientation, ethnicity, national origin, age, marital status, or disability.