



Program Coordinator (Learner Success)

ARE YOU OUR MATCH?

Generation Thailand is not a typical non-profit organization. We are a global, fast-growing non-profit startup that not only solves problems but also drives systemic changes in the education-to-employment space. Our team is made up of passionate individuals from diverse backgrounds—ranging from commercial sectors to education and nonprofits. We are united by our core value, “Better our Best,” which inspires us to continuously improve and make a greater impact. If you're open-minded, adaptable, and driven to create change at a deeper systemic level, then Generation Thailand might just feel like home to you.

We are looking for a full-time **Program Coordinator (Learner Success)** for our Electric Vehicle (EV) Program 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!

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.

TO BE SUCCESSFUL YOU'LL NEED (but not limit to):

- 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

✦ **This position is open for** Thai nationals only

✦ **Type of employment:** Full-time (1 Year contract with possible extension)

✦ **Starting date:** As soon as possible

✦ **Location:** Bangkok (Hybrid)

📎 **To find out more about us**, please refer to our website at <https://thailand.generation.org/>

✉ **Interested applicants** should submit a resume and cover letter by email to contact-th@generation.org

🕒 **Deadline for applications:** Monday, 5 May 2025

About Generation

Generation's mission is to train, coach, and support people into life-changing careers that would otherwise be inaccessible. We are a non-profit organization, founded by McKinsey & Company, delivering tailored programmes to recruit, train and place unemployed people



into work. Through our unique approach, we also solve a wide range of employer challenges—skilled talent shortages, poor job performance, lack of diversity, and high turnover. Generation launched globally in 2015 and has grown quickly to become the world’s largest demand- led employment initiative. We have placed over 100,000 people into roles - many of whom have suffered some form of adversity - working with over 14,000 employer partners to date across 17 countries and 40+ professions.

Officially launched in 2021 in Thailand, our goal is to engage with local Training Partners and Delivering Partners, including universities, to adopt Generation’s methodology. By joining Generation Thailand, you will become part of an organization that is determined to play its part in addressing both these challenges for people over the coming months and years.

**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.*

WHY JOIN US:

- Work on and be a driving force in an exciting new program in a start-up like environment
- Contribute to an important social mission in Thailand, improving education and employment opportunities
- Work in a well-supported, international team setting with other Generation teams globally, and a high caliber team to strengthen your problem-solving skills
- Join an organization that will challenge you and invest in your professional development on an on- going basis