



# Administrative Assistant Training Program

Program Summary and Evaluation



# About the Job Connector

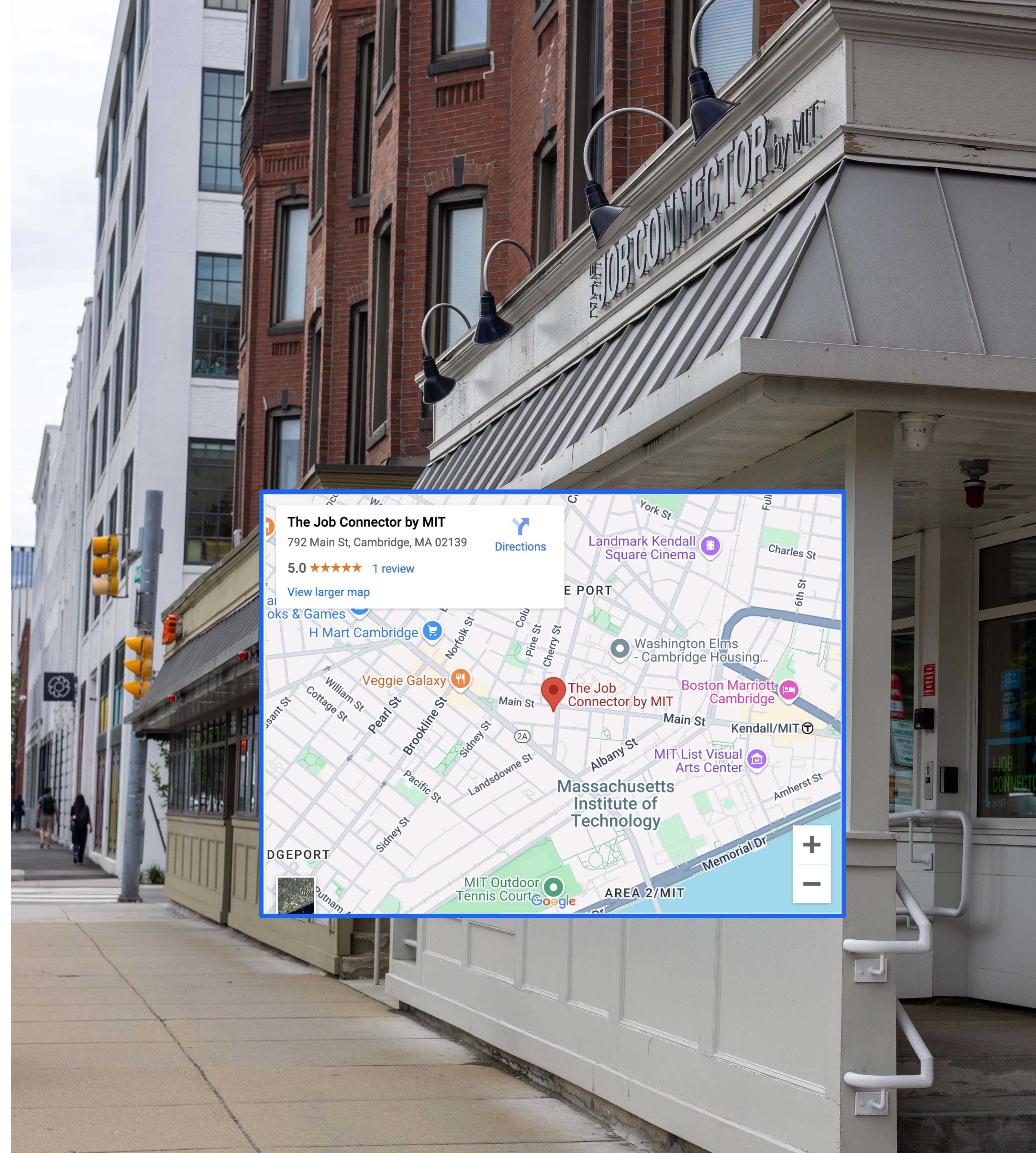
Located at 792 Main Street, the Job Connector opened in 2019 as a free workforce development hub to bridge the gap between the innovation economy and Cambridge residents.

The Job Connector provides comprehensive support to job seekers at all stages of their professional journeys. This support includes resume and cover letter writing, networking and interview preparation, and individual coaching.

Cambridge  
Jobseekers



Cambridge  
Opportunities



# Administrative Assistant Training Program

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**Launched in 2024**

## Program Goals

- Develop a recurring program to provide administrative assistant training for Cambridge residents
- Provide residents with the skill sets needed to access economic stability through a sustainable career
- Create long term relationships with employers and job seekers in this sector
- Issue certificates upon completion of the program
- Arrange interviews with potential employers

## Program Purpose

- To help build a pipeline of qualified individuals capable of filling administrative assistant roles in Cambridge and the surrounding area.

## Participant Objectives

- Develop knowledge of administrative assistant career pathways and expectations
- Develop professional communication and business writing skills
- Build a professional network and be paired with a career advising mentor from the JC or its partners to assist in charting a path forward.

## Focus on Skills

Marketing  
& Events

MS Office,  
Google  
Suite, Tech  
Basics

Professional  
Communication  
& Writing

Budgeting  
and  
Finance

# Employer Engagement and Community Partners

## Partner Employers:

- MIT
- City of Cambridge
- Beacon Hill Associates
- East Cambridge Savings Bank
- Homeowner's Rehab Inc.

## Community Partners:

- MIT OGCR and MIT HR
- The Loop Lab
- [Cambridge Public Libraries](#) →
- MITIMCo
- Cambridge Brands



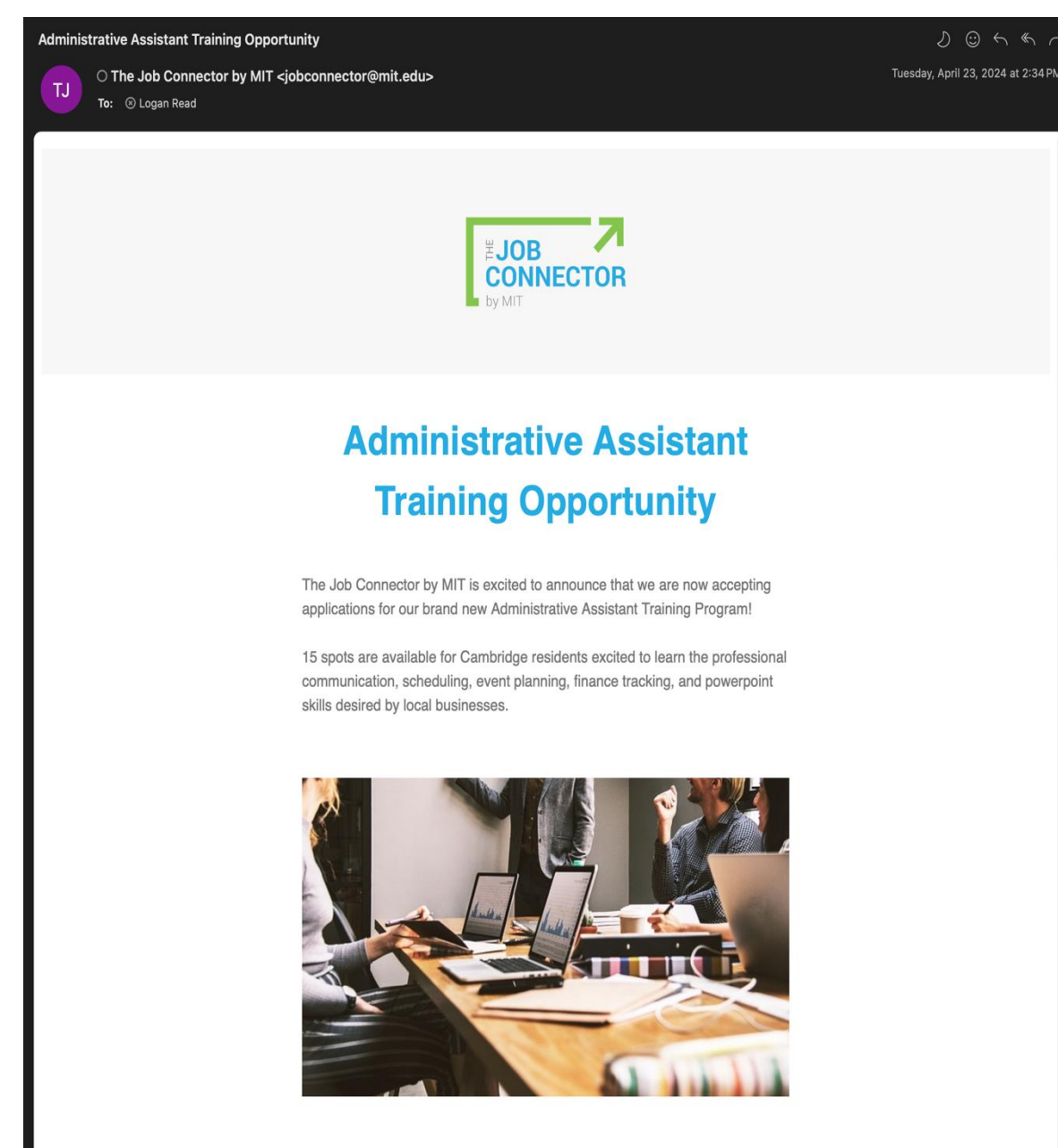
## Partnership Spotlight:

The Cambridge Public Library partnership provided basic technology support for participants to learn foundational tech skills and feel confident using the equipment. CPL staff introduced participants to online resources offered by library.



# Program Marketing, Application Process, and Selection Criteria

## Email Newsletter



## Flyer



## Social Media



## Selection Criteria

- **Aptitude to acquire new technical skills** to advance their careers or transfer skills into administrative roles.
- **Ability to communicate effectively** with potential employers in their chosen career paths.
- **Manage day-to-day administrative tasks** while demonstrating a willingness to learn new technologies and maintain attention to detail.
- **Embrace coaching and remain open to feedback** for continuous improvement.

78 Applicants

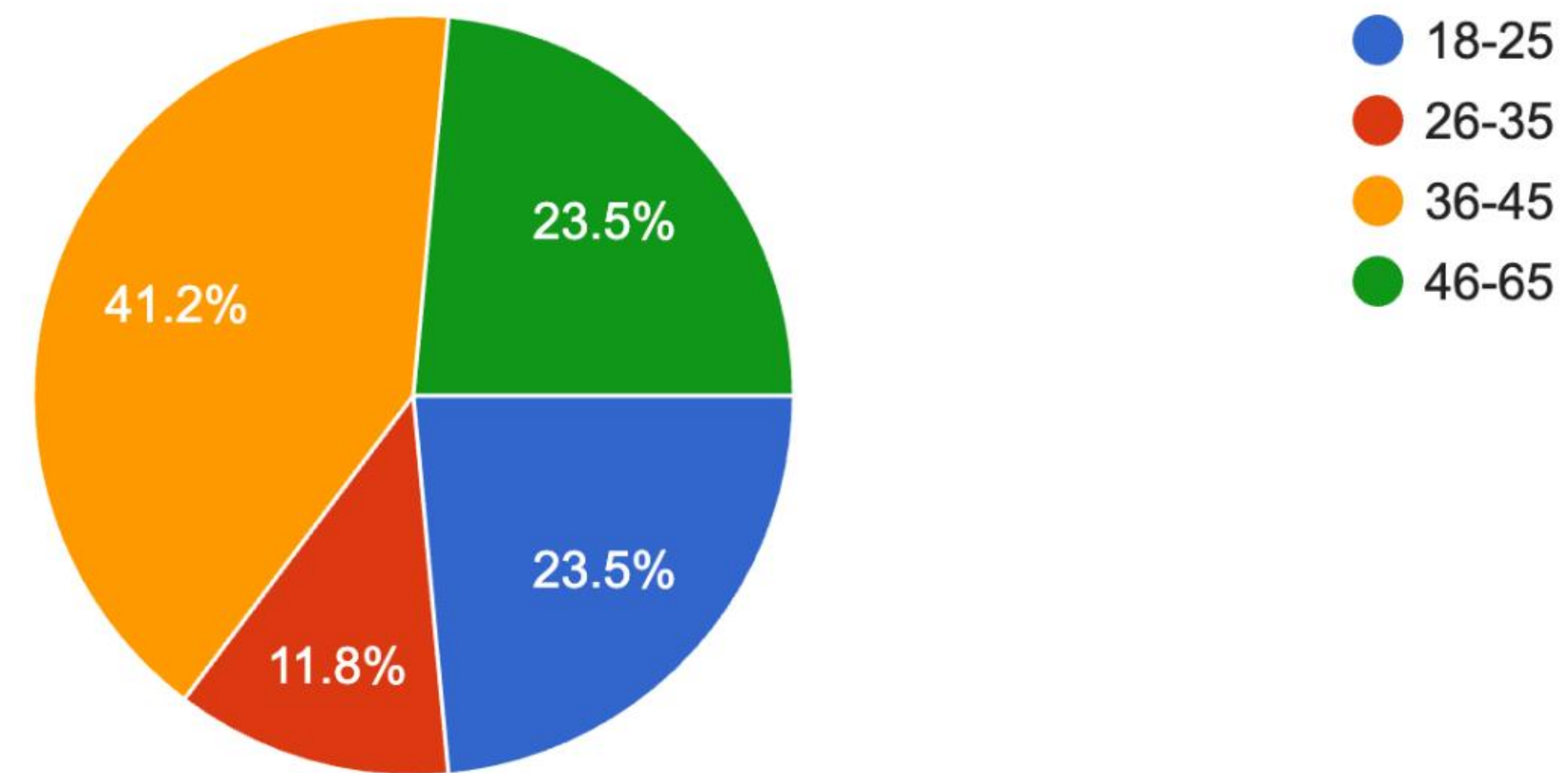
45 Interviews

17 Participants

# Participant Demographics and Pre-program Surveys

What is your current age range?

17 responses

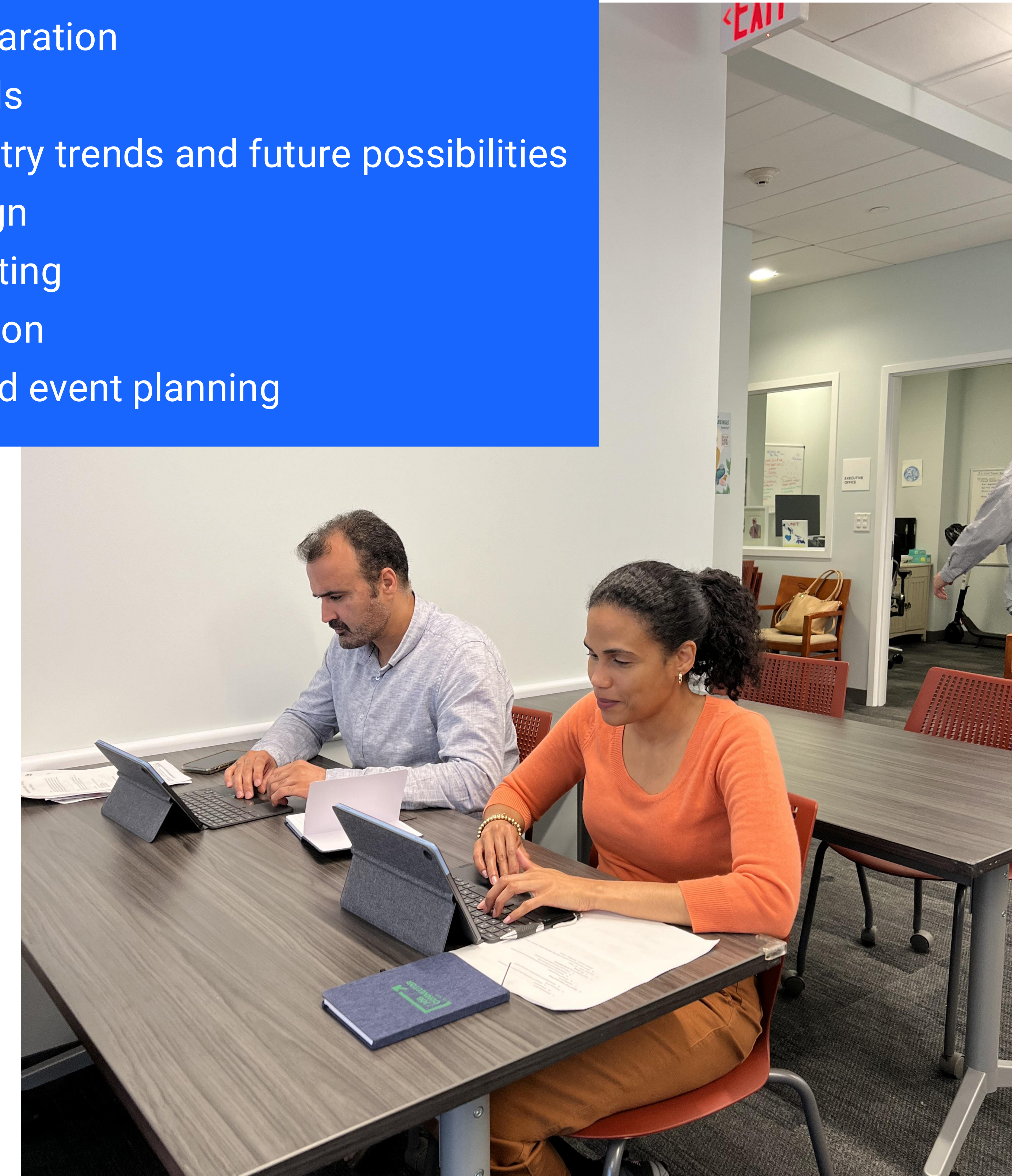
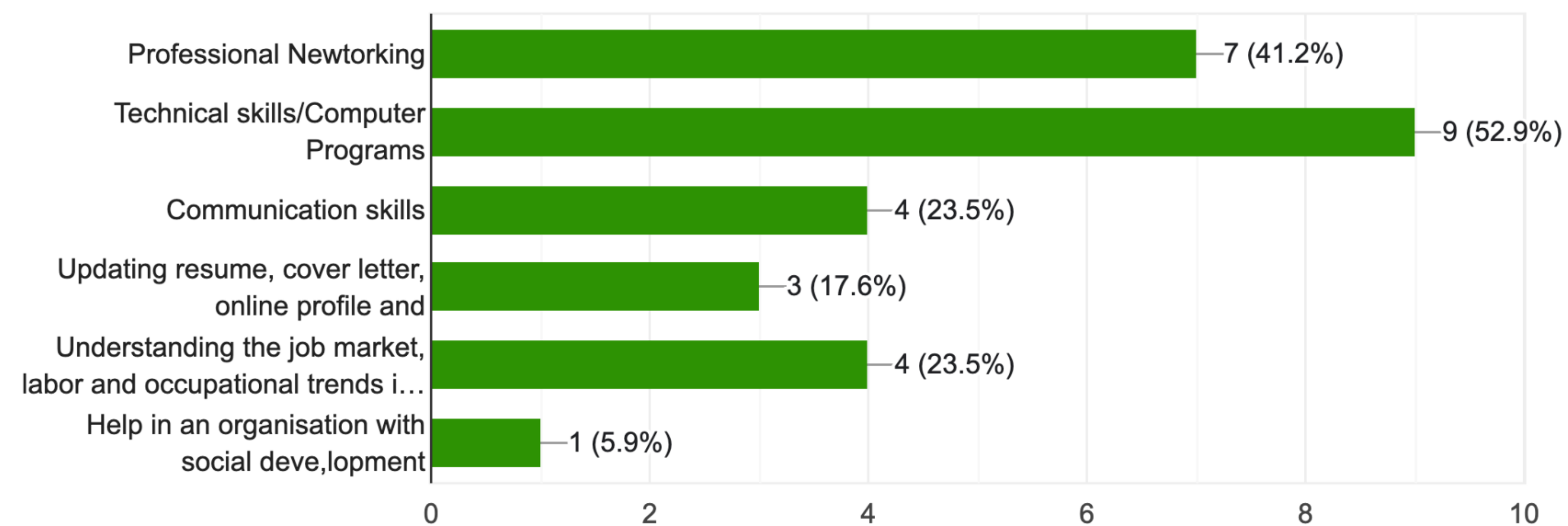


## Skills hoping to develop:

- Resume preparation
- Interview skills
- Current industry trends and future possibilities
- Graphic design
- Digital marketing
- Communication
- Budgeting and event planning

Please select the ONE most important area of growth for you at this time in your career journey

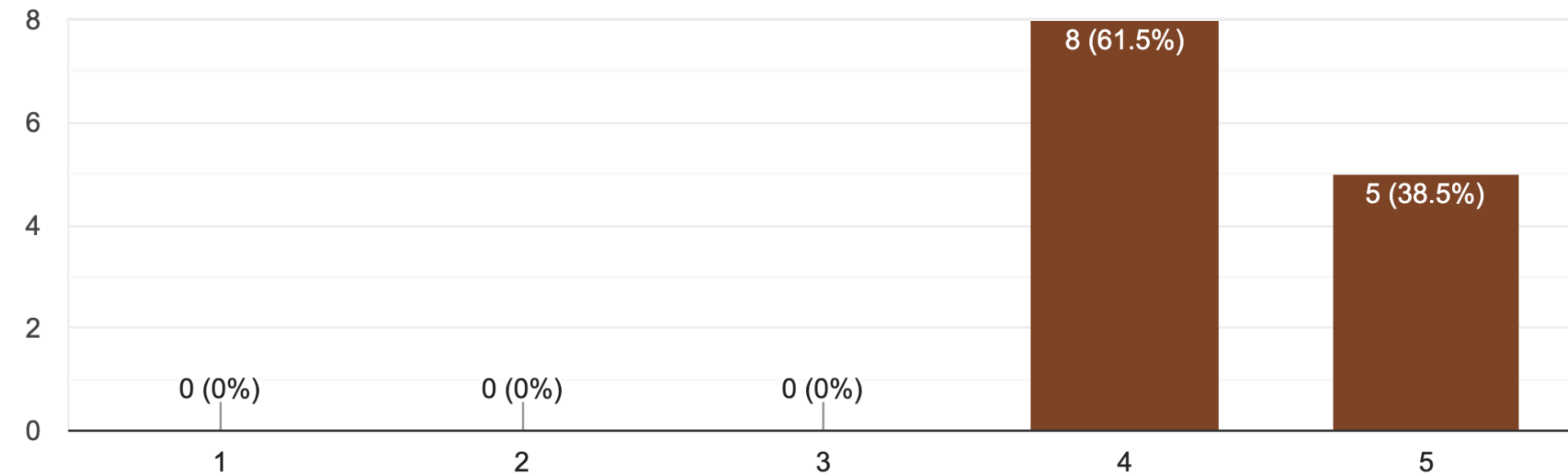
17 responses



# Participant Post-program Surveys

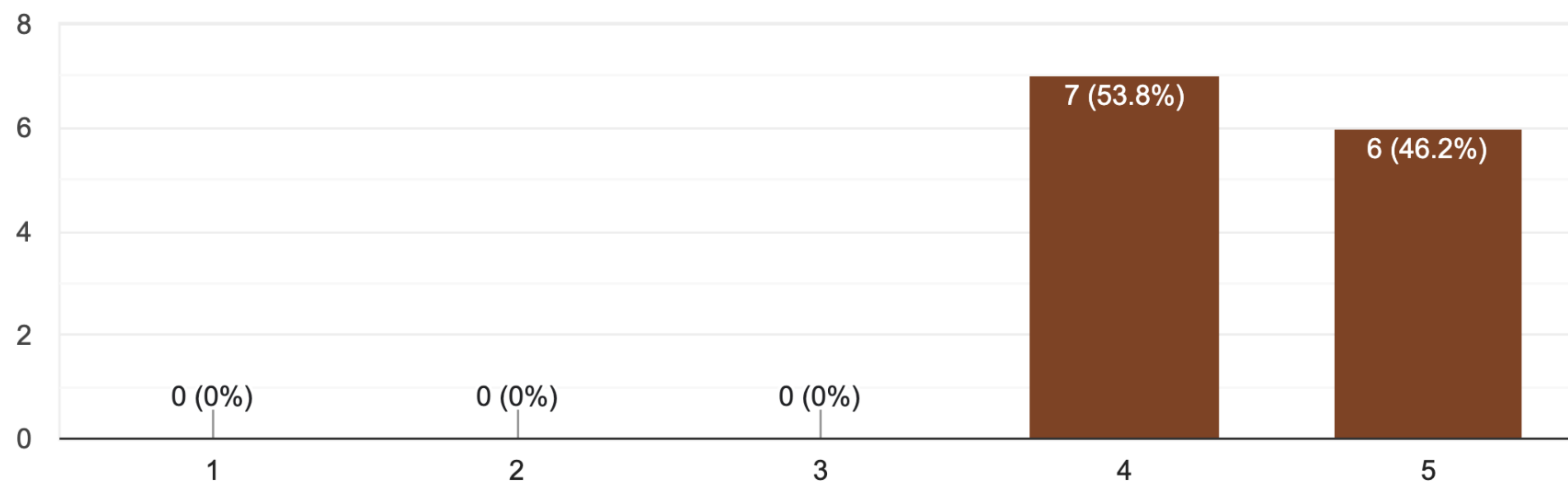
How satisfied were you with the sessions content? Did find the workshops taught you the skills you were hoping to learn?

13 responses



How satisfied were you with the Program?

13 responses



## How can we improve the program?

- Show more videos about how to do tasks before activities.
- Extend the duration of the program.
- Spend more time on foundational tech skills to improve the quality of the program.
- Explore internships for administrative assistants.
- Dedicate more time to experimenting with Microsoft and other software applications.

# Client Outcomes and Highlights

## Seven employed

- Cambridge Public Library
- Cambridge Public Schools
- Cambridge Economic Opportunity Committee (CEOC)
- Spaulding Hospital
- Assisted Living
- Anderson Windows

## Client Testimonial

"What I have learned here has given me so much confidence to use my skills in the workplace. My only wish is that we had more time together! The confidence boost from the program trainings and the guest speakers was really impactful."

-Firdaus Hamyar



Tsion Biruk is now employed at the Cambridge Public Library



Anna Minaya now works at the CEOC as a Program Assistant

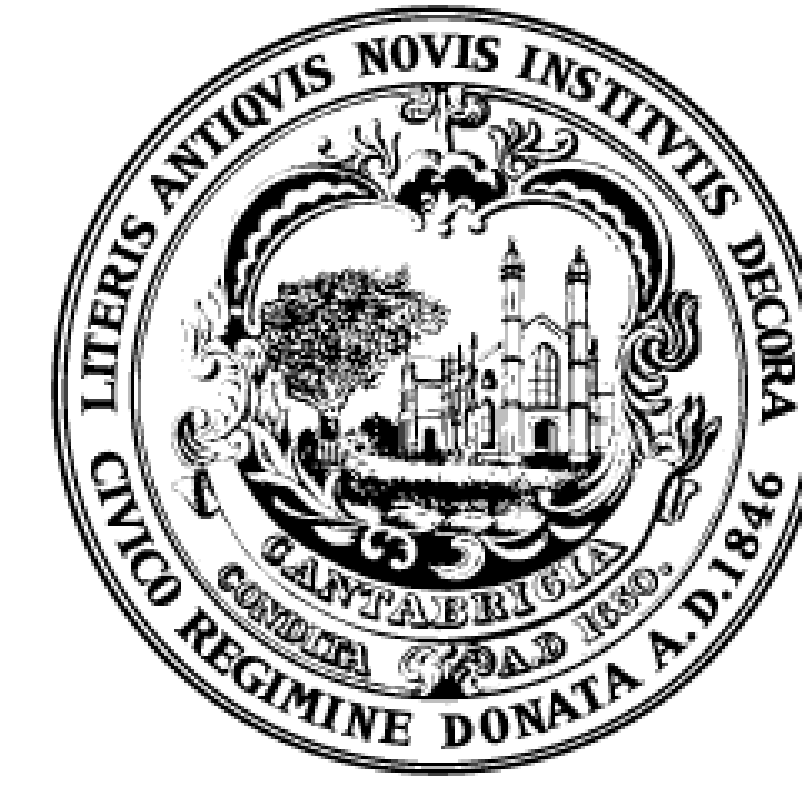




# Actively Seeking Employer Partnerships

## Employer partnerships include:

- Presenting content
- Conducting informational and mock interviews
- Participating in professional networking sessions
- Sharing industry knowledge with program participants



CAMBRIDGE PUBLIC LIBRARY



# Thank you!



[jobconnector.mit.edu](http://jobconnector.mit.edu)

[jobconnector@mit.edu](mailto:jobconnector@mit.edu)

- What knowledge about hiring needs in your DLCI can you share with us?
- Can you share ideas for employer connections and/or be a guest speaker (content specialist)?
- Would you be willing to host a participant for an informational interview?