



## JOB OPENING

**Job Title:** RETENTION SPECIALIST  
**Department:** Operations  
**Reports To:** Career Center Manager  
**Classification:** Non-Exempt  
**Open Positions:** TBD  
**Location:** Metro North REB Region (Cambridge, Chelsea and Woburn)

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### SUMMARY

The Retention Specialist will maintain regular contact with customers who receive services through the One Stop Career Centers. The Retention Specialist will follow-up with customers regarding employment and make referrals to assist these customers in obtaining and maintaining employment.

ESSENTIAL DUTIES AND FUNCTIONS include the following. Other duties may be assigned.

1. Meet with customers participating in Career Center services to evaluate current skills, establish employment goals and identify additional services needed to reach those goals. Make referrals to services that will help them further their employability.
2. Enter data to record referrals, activity start/ end dates, case notes describing challenges and/or progress, and update employment information.
3. Maintain close contact with customers who are not currently in training or active job search. Utilize all methods (including social media) to pursue information regarding current status.
4. Recommend case closure for customers who are successfully employed or those who are no longer accessible or willing to participate.
5. Address barriers to work (i.e., transportation, housing, child care, family issues) through intervention and referrals.
6. Develop individual support and retention plans for each participant; follow program graduates for 2 years post placement.

7. Provide on-going individual and group case management and career advancement strategies to participants.
8. Develop and arrange workshops, classes, and events for program alumni.
9. Maintain linkages with supervisors and solicit feedback about participants' work
10. Follow-up all closed cases quarterly for one year after exit, update outcomes.
11. May rotate to all Career Centers in the region as needed.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to analyze and evaluate information and apply new knowledge
- Ability to communicate clearly with supervisors, peers and customers
- Ability to interface with a diverse population
- Detail oriented; well organized

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree in Human Services or Business and two years experience in a related field preferred, or minimum of five years' work experience in which previous job experience and skills can be transferred to meet these job requirements.

### **COMPUTER SKILLS**

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word, Excel, PowerPoint, Access as well as data management systems. The ability to define and solve technical problems.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Acknowledgement of receipt; Please sign \_\_\_\_\_