



JOB OPENING

Job Title: Career Center Community Engagement and Outreach Specialist
Department: Operations
Reports To: Career Center System Director
Classification: Exempt
Location: Metro North REB Region (Cambridge, Chelsea, and Woburn)

SUMMARY:

The Community Engagement and Outreach Specialist is responsible for helping the Career Centers engage the community partners, business and job seekers in the Metro North workforce development system.

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

1. Create a Community Resource Center/Network in the Career Centers in Cambridge and Woburn
2. Acquire new partners, business connections and job seekers to reach target goals
3. Generate leads on new community and industry partners and new service delivery locations
4. Cultivates and maintains collaborative relationships with partners, service providers and community leaders
5. Sustain and support Metro North Career Centers
6. Develop a resource map of community-based organizations, cultivates relationships with them and identifies potential collaborations efforts.
7. Plan and implement region monthly action plan and consistently meet and or exceed enrollment and outreach targets.
8. Work with Career Center Management Team to develop annual strategic plan for outreach and community engagement
9. Attend outreach events including job fairs, education events, and community activities in order to market opportunities to potential businesses, job seekers and community partners
10. Maintain relationships with community partners for appropriate program referrals
11. Work closely with Career Center staff to determine center needs and to work to bring services to the center and/or bring services to the community
12. Other duties as assigned

SUPERVISORY RESPONSIBILITIES

Responsible for own work and the supervision of personnel, including but not limited to assign and allocate workflow, staff training, development, conduct reviews and performance improvement plans.

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.

- Previous experience in customer service and sales
- Proven ability to generate new business
- Ability to network and build relationships
- Ability to think critically about community engagement strategies and create innovative ideas for partnership building
- Strong communication, computer, facilitation and organization skills
- Strong presentation skills
- Ability to interact effectively with a multidisciplinary team

EDUCATION and/or EXPERIENCE

Bachelor's degree in Human Services, Education or Business Management and/or five years of related experience and/or training; or equivalent combination of education and experience.

COMPUTER SKILLS

The ability to understand and display proficiency in software such as Microsoft Word, Excel and PowerPoint. Ability to master various data reporting systems as required.

OTHER SKILLS AND ABILITIES

Multilingual preferred

CERTIFICATES, LICENSES, REGISTRATIONS

N/A

To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, Program Assistant, National Initiatives

lkelman@workplace.org