

## JOB OPENING

**Job Title:** RESOURCE CONCIERGE  
**Department:** Operations  
**Reports To:** Vice President, Reentry Programs  
**Classification:** Non-Exempt  
**Location:** Connecticut

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### SUMMARY

The Resource Concierge will successfully provide participants in reentry programming with comprehensive support services and referral for information including transportation, work supports, housing, childcare and other services availability.

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

- 1) Develop and implement effective strategies to source available resources throughout the program's catchment area.
- 2) Assess participant's needs including location and funding if needed.
- 3) Responsible for the development and maintenance of a comprehensive support service provider database.
- 4) Ability to develop a customized service plans and coordinate appropriate supportive services to participants.
- 5) Define collaborative strategies in helping establish and maintain relationships with job seekers and community partners.

### SUPERVISORY RESPONSIBILITIES

Responsible for own work and not required to direct or supervise other personnel but may occasionally instruct or show another employee how to perform the work.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Experience is required in providing holistic support service operations.
- The Concierge must have a commitment to assisting reentry and disadvantaged individuals in overcoming barriers to achievement and success in their personal and work lives.
- Excellent verbal, presentation and written communication skills.

## **EDUCATION and/or EXPERIENCE**

Associate's degree or equivalent from two-year college or technical school; or four years related experience and/or training; or equivalent combination of education and experience.

## **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 proficiency in data management systems.

## **OTHER SKILLS AND ABILITIES**

N/A

## **CERTIFICATES, LICENSES, REGISTRATIONS**

N/A

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To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, Program Assistant, National Initiatives

[lkelman@workplace.org](mailto:lkelman@workplace.org)