JOB OPENING

Job Title: RESOURCE CONCIERGE
Department: Operations
Reports To: Director of Apprenticeships
Classification: Non-Exempt

SUMMARY
Provide case coordination to assigned participants with multiple barriers to employment enrolled in apprenticeship programs. The Resource Concierge will successfully provide participants in apprenticeship programs 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 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

To apply:
Submit Cover Letter and Resume to:
Lauren Kelman, HR Specialist
lkelman@workplace.org