



Job Posting

Job Title

**EMPLOYMENT SPECIALIST for Placement and Post-Placement in
Customer Service and Hospitality Positions**

Date: 4/25/17

Department

Adult Education and Workforce Initiatives

Email: Jobs@bcnc.net

Position Summary:

Program Summary: Adult Education and Workforce Initiatives

The BCNC Adult Education and Workforce Initiatives program serves approximately 300 adults a year through an array of comprehensive adult education services, including free or low-cost English for Speakers of Other Languages (ESOL) classes, individual and group tutoring, civics and citizenship education, computer literacy, educational and career counseling, and vocational training focusing on the retail and hospitality sectors.

Position Summary

The Employment Specialist (ES) is responsible for providing placement and post-placement services to graduates of the customer service vocational training program and to students in upper-level ESOL classes. The ES will work collaboratively with vocational program staff, ESOL teachers, and administrative staff to secure permanent full-time job placements for participants, and to deliver employment retention and follow-up services. The ES will also work with the Director of Adult Education and Workforce Initiatives to identify promising employer partners, expand existing employer partnerships, and coordinate on-site recruitment events. Position is 37.5 hours/week; salary negotiable based on experience; medical and dental insurance; paid vacation, sick leave, and personal days.

Responsibilities:

35% Placement Services

- Assess program participants for job readiness, skills, and career and education goals
- Provide individual and/or group workforce readiness services to program participants, including but not limited to reviewing resumes, holding mock interviews, and reviewing professional etiquette
- Connect program participants to appropriate employers and assist them through all points of the application process
- Assist in ensuring program participants are well prepared to enter employment
- Assist with career counseling for customer services hospitality vocational training participants as needed
- Assist with goal-setting and education and career planning for upper-level ESOL students as needed
- Tracking, recording and maintaining placement activities.

30% Post-Placement Services

- Provide individualized post-placement services for program participants who have successfully entered employment, including providing regular employment retention services, work-related counseling, and long-term career planning
- Follow up with program participant employers as needed
- Tracking and maintaining data on post-placement activities



30% Employer Engagement

- Assist with employer engagement activities, including coordinating on-site recruiting events, on-site job fairs, and employer recognition events
- Identify and contact new potential employer partners
- Maintain and expand existing employer partnerships
- Assist the Director of Adult Education and Workforce Initiatives with writing and obtaining Memorandums of Understanding (MOUs) with employer partners

5% Program and Professional Development

- Participate in ongoing professional and development to ensure skills are current
- Develop and implement outcome-based annual goals that can be used to measure performance
- Assist in department and agency initiatives as required by program administrative staff

Skills and Experience Required:

Required:

- Bachelor's Degree
- Minimum of five years providing job placement support in a non-profit agency
- Three years' experience in the retail or hospitality industry
- Experience working with immigrant populations and/or English language learners
- Excellent communication and program management skills

Preferred:

- Bilingual in Chinese (Mandarin/Cantonese) or Spanish
- Certificate(s), certification(s), and/or degree(s) in workforce development, job development, and/or job placement

Physical Requirements:

- Work requires close visual acuity
- Position is not exposed to adverse environmental conditions

About BCNC

Boston Chinatown Neighborhood Center (BCNC) is the largest nonprofit social service provider dedicated to Asian families in the Greater Boston area, supporting over 2,000 children, youth, and adults each year at three locations in Boston and Quincy. The mission of BCNC is to ensure that the children, youth, and families we serve have the resources and supports they need to achieve greater economic success and social well-being. BCNC helps families access the resources and services available to them, provides opportunities for them to learn and acquire skills, and creates a community of mutual support and encouragement.

BCNC is an equal opportunity employer. Resumes accepted until position is filled.

Boston Chinatown Neighborhood Center, Inc. (BCNC)

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