



Job Title: Outreach and Community Engagement Specialist
FLSA Status: Non-Exempt / Full-time
Supervisor: Apprenticeship Director

Mission

BEST's mission is to provide individuals with the education, skills, and training to excel in the hospitality industry and in their personal lives. We do this through a variety of services that include job-specific skills training programs and access to educational courses (ESOL, computers, skills certifications), all of which are supported by career and academic coaching. BEST's partnerships include UNITE HERE Local 26 (the hotel and restaurant workers' union), 40+ hospitality employers, government and private foundations, and community organizations.

At BEST we strive to create a diverse work culture that closely matches the diversity of those we serve. We seek applicants from all backgrounds to ensure we get the best, most creative talent on our team.

Job Summary

In this job you will:

- Elevate the perception and understanding of the hotel industry by promoting hotel positions within this labor-management partnership to Boston's neighborhoods as quality career jobs.
- Be responsible for developing and executing a work plan and meeting targets as outlined by the City-Wide Diversity in the Hospitality Industry Task Force.
- Work closely with GBHE hotels to understand their hiring needs and demographic diversity.
- Work closely with BEST, Local 26 staff, and HRD of partner hotels to provide a high level of service coordination focused on marketing, outreach, and recruitment of appropriate job seekers into training for and/or directly into entry-level jobs at Greater Boston hospitality employers.
- Recruit candidates and create new pipelines that will increase the diversity in the

existing talent population found in Greater Boston's hospitality employers. Conduct intake interviews to screen clients and determine work compatibility. Track referral sources to determine if participants are a direct result of recruitment efforts and to establish which recruitment events/visits/referral organizations are most successful.

- Carry out special projects, marketing, outreach, and additional duties as assigned by the City-Wide Diversity in the Hospitality Industry Task Force.
- Support colleagues working in other programs. Lend a hand as needed.

All BEST staff members:

- Accurately capture and enter client and service delivery data into our Salesforce database in a timely manner.
- Develop strong working relationships with colleagues and external partners, and participate in meetings to foster these relationships.
- Communicate effectively with colleagues, clients, and partners.

Is this opportunity right for you? We are looking for people who:

- Have knowledge and experience building community relationships within Greater Boston.
- Have experience working in marketing/communications, preferably in a partnership role.
- Demonstrate respect for and experience with bridging differences in language, culture, race, religion, citizenship, gender, and sexual orientation, and do not discriminate on the basis of income, immigration status, or disability.
- Understand and follow confidentiality practices regarding clients and colleagues.
- Have advanced English language skills, both spoken and written.
- Are able to work in a hybrid work environment with flexibility in the schedule.
- Have experience meeting goals in a partnership-based, results-oriented environment.
- Have strong tech skills and are comfortable using and/or learning how to use technology applications and platforms.
- Are excited about and effective in working autonomously and within a cross-partnership team.

Bonus if you:

- Have experience using a database
- Have experience in the hospitality industry and/or workforce development
- Speak a second language

BEST offers competitive salaries, and 100% employer-paid benefits. Benefits-eligible employees receive paid time off (vacation, personal, sick, and thirteen holidays) and a monthly cellphone allowance. Our benefits include healthcare, pension, Delta Dental, Davis Vision, an employee assistance plan, life insurance, short-term disability, accidental death and dismemberment insurance, legal services, and a first-time homebuyer loan. In addition, we offer a non-matching 401K plan managed through ADP. There is a waiting period before employees are eligible to access benefits. Salary range for this position is \$65-\$75K.

Please send your resume and letter of interest to: GetInvolved@BESThtc.org

BEST Hospitality Training is fully committed to providing opportunities that promote diversity, growth, and a professional work environment. We are an equal opportunity employer. We prohibit discrimination and harassment of any kind based on race, color, religious creed, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran or active military status, marital status, national origin/ethnicity, citizenship or immigration status, or any other protected characteristic as outlined by federal, state, or local laws.

The health and safety of our employees is a top priority, and the ability to work in a safe office environment goes hand in hand with that value. To that end, BEST requires that employees are vaccinated against COVID-19. New hires must be able to attest to and/or provide proof of vaccination as a condition of employment.