



# Hospitality Training

Job Title: Education and Career Specialist - Incumbent Worker Program  
Focus: Hospitality Industry Certifications  
FLSA Status: Non-exempt / Full-time  
Supervisor: Director of Incumbent Worker Services  
Date posted: May 2024

## 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:

- Teach hospitality industry certification classes (ServSafe, TIPS, MA Allergens, CPR, etc.) to diverse adult learners seeking employment and/or skills improvement. Classes will be held online, at BEST's Training Centers, and at partner hotels.
- Be responsible for administrative responsibilities related to these classes.
- Provide job readiness services to clients, as needed.
- Work collaboratively with team members to prepare and implement lesson plans tailored to fit students' needs, increase the number of enrollments, and contribute

to the ongoing development of our program.

- Refer clients to relevant resources, such as English and skills training classes, public benefits (e.g., SNAP), financial coaching services, and Local 26 benefits.
- 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:

- Are certified in ServSafe Food Handler, ServSafe Food Manager, TIPS, MA Allergens, and/or CPR/AED.
- 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. Staff members are expected to attend in-person internal/external meetings and in-person classes and events, as required.
- Have strong tech skills and are comfortable using and/or learning how to use technology applications and platforms.

Bonus if you:

- Are certified to proctor industry certification exams
- Have experience in the hospitality industry and/or workforce development
- Have teaching or tutoring experience
- Have experience using a database
- Speak a second language

## **Salary and Benefits**

BEST offers competitive salaries, 100% employer-paid benefits, and a real commitment to work/life balance. 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 \$52,500 - \$57,750.

MA residency is required. 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 and fully boosted against COVID-19. New hires must be able to attest to and/or provide proof of vaccination as a condition of employment, subject to reasonable accommodation as required by law.*