



# Hospitality Training

Job Title: Education and Career Specialist  
FLSA Status: Non-exempt  
Managed by: Education Program Manager and Apprenticeship Director  
Supervisor: Executive 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.

## Job Summary

The Education and Career Specialist is a full-time position. This individual supports all BEST programming, depending on need, funding, and current staffing. We are currently seeking applicants with career coaching and teaching/training experience.

## Job-Specific Duties and Responsibilities

- Teach basic computer skills as needed to diverse adult learners seeking new employment or to improve their work skills.
- Assist in or teach BEST skills certification classes (TIPS, ServSafe, CPR, etc.)
- Provide clients with ongoing individual career counseling that leads to job placement.
- Assist clients to identify and overcome barriers to job placement and retention.
- Self-manage a client caseload, maintaining an appropriate level of contact with clients based on their needs, goals, and employment status.

Program-wide duties:

- Conduct intake interviews to screen clients and determine program compatibility.
- Maintain client files and record all data and activity in the organization's database in a timely manner. Collect documents and data as required by funders and upload, input, provide this information as instructed.
- Participate in team meetings and professional development training as required.
- Assist with tech needs/trouble-shooting with BEST staff, students, and clients.
- Refer clients to relevant resources, such as English classes, SNAP, financial coaching, and Local 26 benefits.

Qualifications and Experience

- Experience teaching and/or coaching adults
- Strong tech skills; fluency using Zoom, Google apps, etc.
- Fluency in both Mac and PC platforms.
- Ability to work in a multicultural environment.
- Not required for hire, but a plus:
  - Tech Goes Home™ certification
  - Certification to teach TIPS, ServSafe, CPR/AED and/or other industry certifications
  - Experience in the hospitality industry and/or customer service

Competitive salary and benefits.

Please send resume and letters of interest to Joan Abbot: [jabbot@BESThtc.org](mailto:jabbot@BESThtc.org)

*BEST Hospitality Training is fully committed to providing opportunities that promote diversity, growth, and a professional work environment.*