



Position Title: Employment Readiness Coordinator
Reports to: Employment Readiness Specialist

Position Summary: The Employment Readiness Coordinator is responsible for individual coaching, follow-up supportive services and various engagement activities that support the work of increasing employment readiness and job retention of program participants. This individual works with a multi-disciplinary team to meet placement goals and ensure that graduates are prepared with the skills demanded by today's employers.

Positive Deliverables:

- 95% of trainees who reach training completion demonstrate proficiency in all components of employment readiness
- 80% trainees convert from Employment Readiness to Career Builder in 60 days
- 100% of eligible trainees are placed into externship
- 100% weekly contact rate with Employment Readiness

Position Dimensions:

- Serve as a primary point of contact for WR trainees, providing information about performance objectives and expectations
- Mentor and coach the program participants through the training program
- Utilize, update and maintain the WR Team report with updates on program participants through detailed case notes in Apricot
- Teach the employment readiness classes as needed
- Additional duties as assigned

Qualifications:

- Familiarity with standard concepts, practices and procedures within the staffing industry or job development field. Staffing experience is preferred.
- Minimum 1 years' experience in customer service or recruitment field
- Strong phone customer service experience
- Working experience with database environment is preferred
- Excellent organizational skills; Meticulous; Ability to self-start and multi-task; Must thrive on diverse assignments and deadlines
- Excellent oral and written communication skills reflecting solid customer service both in person and over the telephone
- Ability to form and sustain appropriate adult-based relationships
- Effectively assess and execute the following: guiding, supporting, confronting, and advising
- Use time effectively and focus on details
- Ability to collect meaningful data and draw conclusions
- Intermediate level proficiency in MS Word and Excel

Additional Requirements:

- Must have a valid CA Driver's License, reliable transportation, and meet state required automobile insurance minimums
- Minimum Education Requirements: B.A. required



- Successful completion of background check required
- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks
- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds.
- Ability to go up and down stairs throughout the day

Compensation and Work Hours:

Salary range related to experience. For full-time employees, full medical, dental, and vision benefits. Additional benefits available including 401(k) retirement plan. Full time position at 40 hours a week with some weekend and evening work required.

This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Hope Builders may be terminated at will by the employee or Hope Builders at any time with or without cause and with or without notice.

HOW TO APPLY: Please send resume and supplemental documents to HR@tsjhopebuilders.org