



WORKFORCE SERVICES COORDINATOR

Job Description

Purpose:

The Workforce Services Coordinator works within the Financial Success Center and assists job seekers and businesses to meet their hiring goals. The position will cultivate employer partnerships and job placement opportunities and connect job seekers with such opportunities. This role will also establish and maintain working relationships with employers, industry organizers, community partners and educational providers to increase training and opportunities for program participants. The position works as part of a team to ensure the FSC meets or exceeds desired outcomes.

Supervision Received and Exercised:

Receives general supervision from the Program Manager.

Essential Functions:

- Assist job seekers in assessing their job skills, interests, and preferences for employment preferences. Provide guidance and direction to job search strategies, including but not limited to
 - assessment of vocational interests, application procedures, resume writing, interview preparation and job retention skills.
- Refer qualified participants to opportunities that match their skillset. Conduct necessary follow-up with participants and employers to monitor and document retention results.
- Work with participants to improve job performance and gain necessary job skills and to advance in employment and earnings.
- Maintain knowledge of subsidized vocational training opportunities and assist participants with identification and enrollment in same.
- Initiate and maintain ongoing personal contacts with a variety of business and industry representatives and job placement/training agencies to increase opportunities for participants, including same day, high wage options. This will also involve interaction with other departments in the expansion of corporate partnerships.
- Coordinate hiring events and other activities to cultivate and expand partnerships with employers, with an emphasis on employers offering high-wage, high-demand occupations.
- Perform outreach to potential employers and explain the benefits and employment support services provided by programs to employers.
- Interact with the public and other community and government organizations, and participate in outreach to raise awareness, promote services, and encourage job seeker enrollment.
- Maintain and promote the Tempe Community Job Board. Assist with development of employer relations and sourcing of postings.
- Maintain program data and records. Enter data into the data management system, prepare and track reports, and compile service and client information for management.
- Demonstrate professionalism, compassion, and sensitivity in all interactions with participants
- Meet or exceed applicable contract and grant performance requirements and desired outcomes
- Other duties as assigned.

Minimum Qualification Requirements:

- Knowledge of and sensitivity to the needs of economically disadvantaged populations and issues of poverty.
- Bilingual (English/Spanish) desired.
- Computer literate (Microsoft Windows and data management systems).



- Ability to communicate clearly and effectively in many mediums: by email, verbally, on the phone, in writing, and with body language. Also includes listening skills and the ability to follow directions and provide feedback. Confidence and professionalism in presentation skills. Able to represent the organization in the community.

Experience:

- Requires at least two years related experience within workforce development, recruiting, or other related field
- Experience working with economically disadvantaged populations
- Demonstrated knowledge and ability to teach effective job search strategies
- Working knowledge of industry best practices which foster economic empowerment
- Experience with developing and maintaining a portfolio of business and industry partnerships
- Possesses a fundamental understanding of current issues and challenges facing the target population including sensitivity to racial equity/diversity
- Responsible work history indicating dependability, initiative, flexibility and ability to follow directions
- Excellent oral and written communication skills. Confidence and professionalism in presentation skills. Able to represent the organization in the community.

Education:

- Related education or training beyond high school in social work, education, or a related field. Associates or Bachelor's degree required.

License/Certifications:

- Reliable transportation is required. Must possess current Arizona Driver's License, personal vehicle which may be used for work purposes, clean driving record, and current insurance
- Ability to obtain Level I Fingerprint Clearance Card, and Central Registry Clearance upon hiring

Status:

- Full time/Non-exempt
- Mon, Wed, Fri 8 AM to 5 PM, Tues/Thurs 9:30 AM to 6:30 PM subject to variation and changes based on location.

Benefits:

TCAA is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical, dental and vision insurance, life insurance, disability benefits, health savings account, and retirement. Additionally, TCAA pays 100% of the employee premium for the medical insurance plans.

Compensation: \$21- \$24 per hour

Apply at: humanresources@tempeaction.org

TCAA is an Equal Opportunity Employer