

**Purpose:**

The successful candidate will assist participants of the Financial Success Center to achieve economic and employment goals. The position will support and facilitate participants' entry into employment as well as establish and maintain working relationships with employers, industry organizers, community partners and educational providers to increase employment and training opportunities. Bilingual (English/Spanish) desired.

Supervision Received and Exercised:

Receives general supervision from the Program Manager— Financial Success Center

Essential Functions:

- Assists participants in assessing their job skills, interests, and preferences for positions
- Instructs in job seeking, application procedures, resume writing, interview preparation and job retention skills and attitudes
- Monitors participant performance on the job and counsels participants towards successful job retention
- Works with participants to gain necessary job skills with an emphasis on high-growth, high-wage industries and occupations
- Maintains contact with employers to track and report on job retention outcomes
- Makes cold calls to potential employers and explains the benefits and employment support services provided by programs to employers, including addressing employer's special needs;
- Researches Internet, newspapers, agencies, and other resources for job leads
- Collects data from employers related to job openings including job requirements and skills
- Coordinates hiring events and other activities to cultivate and expand partnerships with employers offering high-growth, high demand occupations
- Matches job skills with applicant qualifications
- Refers qualified applicants to employers, arranges interviews, and conducts necessary follow-up when applicants are placed in positions
- Interacts with the public and maintains relationships with other community and government organizations, businesses, industry representatives and job placement/training agencies;
- Participates in outreach to raise awareness, promote services, encourage job seeker enrollment, and represent the organization in the community
- Maintains accurate and timely records: enters participant data into the data management system, prepares and tracks data reports and compiles service and client information for management
- Demonstrates professionalism, compassion, and sensitivity in all interactions with participants
- Meets applicable contract and grant performance requirements
- Other duties as assigned

Minimum Qualifications:

- 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.

Experience:

- One year or more prior experience in a directly related position within the human services or workforce development field
- Verifiable experience in job placement in either private or public agencies
- Experience working with at-risk populations
- Working knowledge of industry best practices which foster economic empowerment
- Experience in public relations and in technical writing is desirable
- 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.

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, 40 hours/week
- Monday, 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: \$18.00 - \$21 per hour

TCAA is an Equal Opportunity Employer