

Job Title	Engagement & Retention Specialist
PVN ID	NY-1705-001786
Category	Instruction and Social Service
Location	NYC COLLEGE OF TECHNOLOGY
Department	Workforce Development Center
Status	Full Time
Annual Salary	\$44,000.00 - \$48,000.00
Hour(s) a Week	35
Closing Date	Jul 01, 2017 (Or Until Filled)

General Description

The Workforce Development Center (WDC) is the college's outreach to the general community, including community residents and the public, nonprofit and private sectors. In creating linkages to community and city agencies, unions and cooperation, WDC is able to collaborate in the creation of programs that serve targeted population- particularly historically marginalized groups (women and minorities) to educate and train them for careers that are emerging or projected to grow. The WDC also works with academic departments to develop appropriate training that meets the needs of private, public and nonprofit sectors, and that enhances the opportunities of learners to secure employment.

Summary

Under the direct supervision of the Director, the Engagement and Retention Specialist will work to recruit trainees, assist job seekers to maintain employment, wage gain, and career progress that are consistent with their vocational goal.

Other Duties

- **Essential Functions:**

- Attend meetings and other community events for outreach and WDC representation
- Interview program applicants to obtain employment history, educational background, career goals using the employability assessment model and assess their employment needs
- Communicate directly with participant and/or employer via a face-to-face, one on one, telephone, email, and through writing
- Send a letter or introduce self and give brief explanation of follow-up service process after placement.
- Provide additional career planning and counseling in order for participants to retain their jobs
- Provide case management services that are related to work
- Provide information about additional educational opportunities

- Refer participants for additional support services available in the community
- Document activities and 30, 60 and 90 day follow ups in the participants file and database
- Develop and implement a phased strategy for initial NYC resident outreach in a way that will ensure all target populations are reached
- Continuously work with workforce development team to develop targeted re-engagement plans for jobseekers who have not been following through on their career plans
- Create a strategy for continuously engaging all trainees/job seekers in the catchment area to maintain connections, encourage success and create a strong program presence
- Plan special community events in conjunction with workforce development team (e.g., recruiting, job screening events, financial planning events, and networking events)
- Assist participants in assessing their job skills for positions; administer and score career assessments, application procedures, resume writing, interview preparation and job retention skills and job attitude.
- Provide information workshops and presentations
- Maintain contact with employers during the participants' employment and report results to the WDC team
- Maintain file case notes and appropriate documentation about participants' progress
- Assist in developing flyers, brochures and other methods to advertise activities and update/promote social networking sites
- Keep current with trends and maintain updated labor market information by researching websites, attending meetings, maintaining contact with community organizations that are involved in job placement/training activities

Qualifications

Skills/Qualifications

- Bachelor's degree with 2-5 years workforce development, sector- based training programs, counseling and case management
- Solid knowledge of NYC labor market trends, job search strategies and techniques
- Keen knowledge of community resources and services
- Effective marketing skills with the ability to represent Workforce Development Center programs, its clients, and services to employers
- Communicate effectively in both oral and written form
- Strong database management skills, Excel, ACCESS and other computer software knowledge
- Work independently and meet timelines
- Coordinate a variety of projects simultaneously
- Interpersonal skills to work cooperatively and effectively with individuals and groups
- Interact with adult learners from different cultural and socioeconomic backgrounds

Please Note: This is a grant-funded position