

Position Summary: Youth Career Connections, Career Coach

This position is an integral part of a strong organization and WorkSource Center team and is responsible for providing **comprehensive services and excellent customer service for youth** seeking employment and training opportunities. This position is multi-faceted with a heavy customer facing role and requires an individual with strong case management, customer service and communication skills. Additionally, this person is responsible for delivering employment-related workshops, job referrals, job search assistance, and information about community resources, career planning and referrals to occupation training resources and Career Pathways opportunities.

SPECIFIC AREAS OF RESPONSIBILITY

- Assist young adults registered through WorkSource in creating plans that identify training and employment goals and specific steps that will result in employment and or training opportunities.
- Identify training and supportive service needs from participants, such as skills upgrades, education, and general support services; provide information and referrals
- Work collaboratively in a team environment to ensure customers receive the highest level of customer service and appropriate services
- Develop and deliver a variety of employment, interpersonal and training workshops
- Navigate customers through WorkSource products and services and training programs.
- Maintain and update data tracking databases and participant files in a timely and accurate manner
- Perform other duties as assigned

QUALIFYING KNOWLEDGE:

- Bachelor's degree (preferred) will consider a combination of work experience and education
 - Extensive work with youth in a workforce development setting and/ or training program
- Case management experience required
- Experience delivering workshops and presentations
 - Experience with a high volume of customers
 - Knowledge of local workforce training programs and training opportunities
 - Knowledge of community resources and referral partners
 - Excellent communication and customer service skills
 - Ability to work under pressure and deadlines
- Ability to work independently and as part of a team

Apply by 5pm on Friday, July 7th, 2017 with a resume and cover letter to hr@seworks.org

NO PHONE CALLS PLEASE

SE Works is an equal opportunity employer. SE Works does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, marital status, sexual orientation, political affiliation, or any other basis prohibited by law. Auxiliary aids and services are available upon request to individuals with disabilities. TTY 503.772.2332.