



Hospitality Training

Job Title: Education and Career Specialist, Job Seeker Programs
FLSA Status: Non-exempt / Full-time
Supervisor: Job Seeker Program Manager

Mission

BEST's mission is to provide individuals with the education, skills, and training to excel in the hospitality industry and in their personal lives. We do this through a variety of services that include job-specific skills training programs and access to educational courses (ESOL, computers, skills certifications), all of which are supported by career and academic coaching. BEST's partnerships include UNITE HERE Local 26 (the hotel and restaurant workers' union), 40+ hospitality employers, government and private foundations, and community organizations.

At BEST we strive to create a diverse work culture that closely matches the diversity of those we serve. We seek applicants from all backgrounds to ensure we get the best, most creative talent on our team.

Job Summary

In this job you will:

- Conduct intake interviews to screen potential clients and determine industry compatibility.
- Deliver contextualized experiential learning curricula for job seeker programs.
- Create lesson plans and facilitate classroom instruction to prepare clients for careers in the hotel industry. Topics may include hotel branding, overviews of the hotel industry, customer service, job-keeping skills, resume writing, interview preparation, online job applications, professionalism in the workplace, technology skills, etc.
- Provide clients with ongoing individual career counseling that leads to job placement in entry-level positions in the hospitality industry.
- Assist clients to identify and overcome barriers to job placement and retention.

- Refer clients to relevant resources, such as case management services, English classes, SNAP, financial coaching, etc.
- Manage a client caseload, maintaining an appropriate level of contact with clients based on their needs, goals, and employment status.
- Participate in team meetings and professional development training as required.
- Work closely with BEST staff and partner hospitality employers to understand labor market trends, job requirements, and hotel brands.
- Collect, review, and manage the safe-keeping of client documents.

All BEST staff members:

- Accurately capture and enter client and service delivery data into our Salesforce database in a timely manner.
- Support colleagues working in other programs. Lend a hand as needed.
- Develop strong working relationships with colleagues and external partners, and participate in meetings to foster these relationships.
- Communicate effectively with colleagues, clients, and partners.

Is this opportunity right for you? We are looking for people who:

- Demonstrate respect for and experience with bridging differences in language, culture, race, religion, citizenship, gender, and sexual orientation and do not discriminate on the basis of income, immigration status, or disability.
- Have experience providing career guidance, coaching, and job placement of adults.
- Have teaching experience and are willing to create lesson plans and facilitate instruction.
- Are able and willing to work in a hybrid work environment. Staff members are expected to attend in-person program/organization events and internal/external meetings as required.
- Understand and follow confidentiality practices regarding clients and colleagues.
- Have strong tech skills and are comfortable using and/or learning how to use technology applications and platforms.
- Have outstanding customer service skills.
- Have advanced English language skills, both spoken and written.
- Have strong organizational skills and the ability to work independently and multitask in a fast-paced environment.

Bonus if you:

- Speak a second language.
- Have experience in the hospitality industry and/or workforce development.
- Have experience working with those who have barriers to employment and/or are English language learners.
- Have experience using databases.
- Are Tech Goes Home certified.

BEST offers competitive salaries, 100% employer-paid benefits, and a real commitment to work/life balance. Benefits-eligible employees receive paid time off (vacation, personal, sick, and thirteen holidays) and a monthly cell phone allowance. Our benefits include healthcare, pension, Delta Dental, Davis Vision, an employee assistance plan, life insurance, short-term disability, accidental death and dismemberment insurance, legal services, and a first-time homebuyer loan. In addition, we offer a non-matching 401K plan managed through ADP. There is a waiting period before employees are eligible to access benefits. Salary range for this position is \$52,500-\$57,750 annually.

Please send your resume and letter of interest to: **GetInvolved@BESThtc.org**

BEST Hospitality Training is fully committed to providing opportunities that promote diversity, growth, and a professional work environment. We are an equal opportunity employer. We prohibit discrimination and harassment of any kind based on race, color, religious creed, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran or active military status, marital status, national origin/ethnicity, citizenship or immigration status, or any other protected characteristic as outlined by federal, state, or local laws.

The health and safety of our employees is a top priority, and the ability to work in a safe office environment goes hand in hand with that value. To that end, BEST requires that employees are vaccinated against COVID-19. New hires must be able to attest to and/or provide proof of vaccination as a condition of employment, subject to reasonable accommodation as required by law.