



Hospitality Training

Job Title: Director of Job Seeker Services
FLSA Status: Exempt, full-time, 37.5 hours/week
Supervisor: Executive Director
Date posted: June 9, 2025
Location: Hybrid (including in-person at our Training Centers)

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:

Provide Program Leadership and Development

- Develop and implement a comprehensive strategy for job seeker services, including recruitment, training, placement, and retention.
- Ensure that programs align with union job requirements and industry standards.
- Create and update training curricula to reflect industry trends and needs.
- Manage program events and activities coordination and execution (e.g. graduations,

employer meetings, mock interview days, job shadowing, property tours, etc.)

Ensure Job Placement and Retention

- Oversee the job placement process, matching qualified program graduates with union hotel job openings.
- Monitor job retention rates and develop strategies to support long-term success.
- Build relationships with union hotels to identify job opportunities and advocate for program graduates.
- Track job placement data and outcomes to measure program effectiveness.

Oversee Participant Support and Career Coaching

- Oversee the delivery of hard skills training, as well as job readiness, including resume writing, interview preparation, and soft skills training.
- Implement and maintain support systems to address barriers to employment, including childcare, transportation, and language skills.
- Work jointly with partners to implement a coordinated support service strategy that addresses the needs of clients.

Provide Team Management and Staff Development

- Assist in the hiring process, onboarding new employees, ensuring they have necessary resources and training.
- Provide ongoing training, management, and supervision to a team of Education & Career Specialists and Industry Expert Trainers.
- Foster a culture of teamwork, accountability, and continuous improvement.
- Provide professional development opportunities to enhance program delivery.

Ensure Organizational Strategic Alignment, Stakeholder Engagement, and Contractual Compliance

- Establish and maintain strong partnerships with union representatives, hotel employers, and workforce development funders.
- Support the execution of the organization's strategic plan while actively contributing to the executive leadership team, fostering collaboration and alignment with organizational goals.
- Act as the primary liaison between the Job Seeker Program, union partners, employers, and funders.
- Represent the organization at industry events.
- Prepare and present reports on program outcomes, enrollments, completions, job

placements, and retention rates to the Executive Director and Board of Directors.

- Develop and manage the program budget, including expense tracking and management, ensuring efficient use of resources.
- Work with the administrative and finance teams to ensure compliance with internal controls.

Oversee Documentation Processes and Procedures

- Oversee the accurate collection, secure storage, and verification of documentation for enrollment eligibility, performance tracking, compliance with support services, pre-apprenticeship and apprenticeship records, as well as job placement and retention monitoring.
- Administer external data systems related to program management in collaboration with external stakeholders, including but not limited to BAMS, Apricot, and the Division of Apprentice Standards portal.
- Develop and execute standard operating procedures (SOPs) to ensure contractual compliance and enhance program efficiencies.

All BEST staff members:

- Support colleagues working in other programs. Lend a hand as needed.
- Accurately capture and enter client and service delivery data into our Salesforce database in a timely manner.
- 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.
- Understand and follow confidentiality practices regarding clients and colleagues.
- Have strong organizational and multitasking skills with attention to detail.
- Have excellent written and verbal communication skills.
- Have workforce development experience, particularly training and career services.
- Have a proven track record of developing and managing successful job training and placement programs.

- Have excellent leadership, supervisory, and relationship-building skills.
- Experience with data management and reporting.
- Are able to work independently and collaboratively in a mission-driven environment.
- Are able to work in a hybrid work environment. Staff members are expected to attend in-person internal/external meetings and in-person events, as required.

Bonus if you:

- Have experience in the hospitality industry.
- Have a strong understanding of labor management partnerships.
- Speak a second language

Salary and Benefits

BEST offers competitive salaries and 100% employer-paid benefits. 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. This is a full-time salaried position (37.5 hours per week) with a salary range of \$82,000 to \$86,000.

Please send your resume and letter of interest to: GetInvolved@BESThtc.org. MA residency is required.

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.