



Hospitality Training

Job Title: Student Success Specialist
FLSA Status: Non-exempt, part-time, 20 hours/week
Supervisor: Director of Incumbent Worker Services
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:

- Recruit and engage tutors, mock interviewers, and classroom assistants, through platforms like social media, volunteer websites, and internal networks.
- Provide orientation, training, and ongoing support to volunteers, ensuring they are well-matched with learners and set up for success.
- Collaborate with the BEST team to identify program needs and develop resources to support students and volunteers.
- Track and document students' progress using evaluations, attendance records, and case logs

while producing reports on program engagement and impact.

- Gather feedback to continuously improve the student experience and the program's effectiveness.
- Refer students to resources such as English and skills training classes, public benefits like SNAP, and financial coaching to support their goals.

You'll play a vital role in ensuring both students and volunteers have a positive and impactful experience with BEST!

All BEST staff members:

- 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 advanced English language skills, both spoken and written.
- Are able to work in a hybrid work environment. Staff members are expected to attend in-person internal/external meetings and in-person classes and events, as required.
- Have strong tech skills and are comfortable using and/or learning how to use technology applications and platforms.

Bonus if you:

- Have tutoring/teaching experience
- Have experience using a database
- Have experience in the hospitality industry and/or workforce development
- 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 cellphone 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 part-time position at 20 hours per week, with an hourly rate of \$30.20 and eligibility for benefits.

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.