Employment Services Representative Job Description

The Stride Center (www.stridecenter.org) is a nonprofit job training organization specializing in empowering adults from low income communities to become economically self-sufficient through careers in the IT (ICT) technology field.

We are a fast-paced, team-oriented organization that is expanding. We are ambitious in our pursuits, passionate about our mission and creative in our execution. We encourage professional development by exposing team members to all aspects of the organization. We offer competitive compensation, generous benefits, and opportunities for professional growth.

The Employment Services Representative is an employment focused role combining the skills sets of a job developer and a career coach. Success is accomplished by building and managing relationships with employers that result in job or internship opportunities and by training students and graduates in professional skills such as interviewing, resume writing, and job search skills to ensure their preparation and readiness for those opportunities.

The Employment Services Representative is a critical position within the organization and requires demonstrable aptitude in the following skill sets and/or knowledge bases: job development, comprehension of the technical (ICT/IT) trade job market, the ability to create and maintain effective relationships with potential employers and recruiters, the ability to provide professional development coaching to students, the ability to perform candidate recruitment and placement activities, and the ability to market both the job training program and its candidates.

Job Description:

THE STRIDE CENTER EMPLOYMENT SERVICES REPRESENTATIVE
Start Date: TBD
Reports To: Executive Director
Employment Classification Type: Hourly – 40 hours per week.
Compensation: DOE

Essential Functions/Duties include but are not limited to:

- Ability to complete projects by assigned deadlines.
- Ability to work under timelines and perform to metrics individually and on a team.
- Produce results according to defined performance metrics.
- Efficiently use data reporting software (Salesforce) to document unit related activities and outcomes.
- Coordinate and execute unit related events.
- Make presentations regarding unit related issues to internal and external audiences.
- Expand employer partners around the Bay Area.
- Perform business relationship-building activities.
- Perform cold calling and/or prospecting activities.
- Manage existing employer relationships.
- Market Stride Center candidates to employers and/or recruiters.
- Perform career coaching activities.
- Train students in professional development skills.
- Understand the skill sets of individual candidates and match them with appropriate employment opportunities.
Requirements:
- Knowledge of the workforce development system.
- Professional appearance, attitudes, and behaviors.
- Maintain confidentiality.
- Exercise good judgment.
- Strong critical thinking and analytical skills.
- Good interpersonal written and verbal communication skills.
- Proficiency with Microsoft Office Suite.
- At least three years demonstrated experience working with economically disadvantaged adults pursuing continuing education and training.
- Ability to work with intricate policies and confidential information.
- Ability to operate effectively with sudden shifts in priority.
- Consistent attendance.
- Mobility in the Bay Area.
- Bachelors Degree or equivalent.

Preferred Skills:
- Masters of Social Work
- Knowledge of the technical field, emphasis on Information Technology
- Demonstrable established track record working with hiring managers/recruiters in the Bay Area

Benefits include:
- Paid vacations
- Bank Holidays
- Congenial, team-oriented work environment
- Professional development and growth opportunities
- Free technical support
- Significant employee discounts on new and refurbished technical products and services

Compensation: DOE

Application Process:
1) Please provide a resume and cover letter. 2) Please include with your submission a brief essay on the following question: What employment trends do you identify in the information technology field for entry level workers?

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

Email all submissions to: daisie@stridecenter.org
Reference “Employment Services Representative” in all communications.
www.stridecenter.org