

JOB DESCRIPTION

Position Title: Career Services Manager (Bilingual)

Reports to: Career Services Director

FLSA: Exempt

Salary Range: \$65,000 - \$72,500

OUR ORGANIZATION

MISSION: New England Culinary Arts Training (NECAT) empowers adults facing barriers to employment through training in culinary skills, social-emotional development and career-readiness for success and long-term financial stability.

VISION: We believe in a community where everyone - especially those facing obstacles - has an equal opportunity for personal growth, achievement and a better future.

OUR CORE VALUES

- **Opportunity:** NECAT's founding principle is that everyone deserves to live a life of purpose—there is inherent ability to succeed in everyone.
- **Respect:** We meet our students where they are in their personal journey, with no judgement on past or personal circumstances, and partner with them in getting to where they'd like to be.
- **Transformation:** The combination of inspiration, skills training, emotional support and a compassionate environment motivates our participants to make the changes they need to reach their personal goals.
- **Community:** We believe that we are interdependent and this makes each of us stronger.
- **Joy:** Happiness is important to the way we live and work.
- **Equity:** NECAT embraces diversity, equity & inclusion and is focused on ensuring its mission, services and governance reflect this commitment.

POSITION SUMMARY

As a member of the Career Services Team, the **Career Services Manager (Bilingual)** will work in partnership with the Director of Career Services to help carry out the mission of the Career Services team and the organization by assisting non-native English-speaking participants in obtaining and maintaining employment. The Career Services Manager will partner with participants and alumni to develop career goals, assist them in finding meaningful employment by coordinating job placement opportunities with NECAT's network of employer partners, and support them with navigating challenges that they encounter on the job. Responsibilities include maintaining employer partnerships and establishing contact with prospective employer partners, teaching the skills that are necessary for participants to find and keep jobs, providing career counseling, enhancing existing program services, and increasing the visibility and support of NECAT within Boston's food service industry. Discern trends in employment outcomes data to help build better systems and programs. This job is mostly Monday through Thursday from 8:00 AM - 5:00 PM. Occasionally, the position requires support at nights and weekends to support curriculum, outreach, and fundraising events. A personal vehicle is helpful but not required.

Key Objectives:

- Ensure that graduating participants gain employment that is matched to their skills and career plans.
- Help establish and maintain strong partnerships with employers so that NECAT is their “first call” for sourcing candidates for relevant job openings.
- Collaborate with the Career Services Director and the NECAT Program Team to develop individualized plans for participant and alumni job placement that are aligned with participants’ skills, needs, and life and career goals.
- Collaborate with the Career Services Director and the Program Team to ensure that employer partnerships are aligned with NECAT’s strategic plan and are producing jobs for NECAT graduates.
- Identify opportunities for continuous improvement of the participant experience from enrollment to graduation and, subsequently, as an alumnus.
- Participate in relevant professional development workshops and training to remain current in the role.

RESPONSIBILITIES

Career Development:

- Carry a caseload of approximately 15-25 individuals per cohort and obtain information about their career interests, skills, employment history, and educational background, as well as their career goals.
- Work with participants to build a trusting relationship, create individualized employment strategies, and provide ongoing assistance.
- Develop in participants a keen understanding and commitment to the basic performance expectations of the culinary and hospitality industries, such as reliability, accountability, teamwork, following directions, conflict resolution skills, etc., that are necessary to find and retain employment.
- Facilitate weekly *Career Readiness* classes to participants attending NECAT’s evening program for Haitian Creole speakers at the Boston Training Center and daytime program for Spanish speakers at the East Boston Training Center that teach them how to customize their resume and cover letter for a job; how to prepare for an interview and why thank you letters are important; how to effectively search for and apply for jobs online; general career readiness; etc.)
- Assist participants with basic job search techniques (e.g., submission of online applications and interviewing skills).
- Ensure participants have access to a variety of employment resources.
- Educate participants on differentiating between options for rapid employment and long-term career paths.
- Provide participants with information about the job market, the skills and experience necessary to obtain employment in the culinary industry, and the work ethic needed to maintain and grow at their place of employment.
- Provide participants and alumni with continuing education resources and referrals, as requested.

Job Placement:

- Initiate contact with potential employers to promote NECAT’s job training program and its participants, especially those enrolled in the Haitian Creole and East Boston cohorts.
- Align with key employers who support our mission, specifically those who meet Boston’s 2024 living wage (\$18.20/hour), offer benefits, provide a nurturing work environment, are CORI-friendly, and have full-time vacancies in addition to part-time vacancies.
- Develop and maintain systems and processes used to identify active leads for employment opportunities for participants and alumni.
- Develop strong relationships among food industry service providers, restaurateurs, and workforce development organizations to develop partnering opportunities.
- Maintain consistent and frequent communication with participants, Career Services Director, Culinary Instructors, and potential employers during the job search period to facilitate successful placement.

- Develop a target list of quality employers who have employment opportunities that match participants' and graduates' employment goals.
- With the Career Services Director, schedule and conduct visits to current and prospective employers.

Employment Outreach:

- Develop relationships with area employers to learn about their hiring needs and provide participants with increased access to employment opportunities through their participation in NECAT Career and Job Fairs.
- Provide education and support to employers, which may include negotiating hiring practices, wages and benefits, and accommodations.
- Conduct periodic site visits to meet with employers and check-in with participants and/or alumni.

Administrative:

- Document all participant activity outside of class time, especially related to resume development and job application assistance, in Salesforce.
- Verify all employment offers and maintain contact with employers after participants and/or graduates secure employment.
- Develop a system for obtaining employer feedback on the employee's (participant or graduate) performance.
- Conduct 30-, 60-, 90-, and 180-day follow-ups with program graduates to maintain alumni engagement and determine what support is needed, if any.
- Collect accurate statistics on job retention and success rates data as part of outcomes reporting, per grant and Board guidelines.
- Collect and record data obtained from alumni outreach in Salesforce for outcomes reporting, per grant and Board guidelines.
- Identify and analyze trends as they relate to participant job success and failure in the interest of continuous improvement of curriculum, student services, and job placement.
- Complete bi-monthly check-ins with employers, obtaining qualitative and quantitative data through brief surveys.
- Document participant progress and employment contacts and activities in Salesforce.
- Attend necessary meetings, conferences, and training within NECAT and with outside providers.
- Attend bi-weekly supervision and monthly Career Services team meetings.

Other:

- Maintain appropriate personal attendance, accountability, and work productivity standards.
- Attend events and conduct site visits as a NECAT representative.
- Actively participates in staff meetings, staff development, and other meetings.
- Use all software and technology prescribed by NECAT, including but not limited to Salesforce, Microsoft Office, One Drive, and SharePoint. Training will be provided.
- Support and participate in fundraising as needed.
- Support team in participant success through execution of policies and protocol.
- Hold participants accountable through empathy and consistency.

QUALIFICATIONS

Required:

- Fluent in Spanish and/or Haitian Creole and English.
- Knowledge of best practices in career coaching.
- Bachelor's degree from an accredited school in human services, psychology, counseling, education, social science, business, communications, career development, career and technical education, or closely related field.
- 3-5 years of experience in career services, employment assistance, recruiting, or related field.
- Experience working with a diverse population of people served.
- Work independently and as part of a team in an outcomes-based program.
- Flexible, open, and responsive to ongoing organizational and food service and hospitality industry changes.
- Adequate computer literacy skills to perform agency functions.
- Excellent communication and presentation skills (written and verbal).
- Able to see multiple perspectives.
- Travel to East Boston Training Center approximately 2 days per week.
- A willingness to travel to employer sites as needed.
- Model a professional appearance and demeanor while at the program and in the community, treating all participants, staff, and stakeholders as valued members of the NECAT community.
- Live our Core Values of Opportunity, Respect, Transformation, Community, and Joy.
- Evening and weekend work when needed.

Preferred:

- Experience with strengths-based and trauma-informed approaches to direct service work.
- Experience utilizing workforce development strategies for individuals who have been incarcerated, homeless, or in substance abuse programs is preferred.
- Knowledge of Boston's food service and hospitality employment market and effective job search strategies within these industries is preferred.
- Ability to cold call employers and solicit job leads.
- Knowledge of Microsoft Office, Google Suite, and Salesforce.
- Strong conflict resolution and problem-solving skills.
- Mission-driven and business-minded.

This job description should not be construed to imply that these requirements are the exclusive standards of this position. Incumbents will follow any other instructions and perform any other related duties as may be required by the Career Services Director and/or Executive Director.

DIVERSITY, EQUITY & INCLUSION

NECAT's training model is strongly focused on leveling the playing field for adults who have been underrepresented or marginalized. But at this time of national reckoning with systemic racism, we realize that we need to do more to ensure that all of our collaborations and employer partnerships respect this ideal and address and break the barriers that keep people from moving forward in their lives.

We believe a more diverse workforce will help accelerate the pace of change, making Boston a more welcoming and vibrant place for everyone who lives, works, and visits. We applaud those who are advancing the DEI cause and will work in concert with them to promote it in the food services and hospitality industries and in the communities we serve.



PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to stand, talk, walk, hear, taste or smell. The employee is occasionally required to sit, stoop, and kneel and should be expected to move up to 10 pounds, and regularly.

HOW TO APPLY

Please send a cover letter and resume to Lisette Williams (Lwilliams@ne-cat.org).