



Alumni Support Specialist (20 hours per week - hybrid) CAMBRIDGE, MA

Just A Start believes that access to stable housing and sustainable careers are the essential building blocks of equitable communities. For more than 50 years, we have focused on meeting the fundamental needs of individuals and families who have been systemically denied opportunities to realize their full potential. Our programs include affordable housing, education and job training, and comprehensive support services, spanning Cambridge and beyond. We have developed and currently maintain 600 affordable apartments. To keep community members housed, we also offer financial and technical assistance to prevent evictions and support low- and moderate-income homeowners. Finally, we prepare individuals of all ages and circumstances with the skills and knowledge they need to secure fulfilling careers, leveraging their talents to achieve economic mobility and strengthen the region's workforce.

We are looking for an energetic, creative, and mission-driven professional to join our Workforce Development team. The Workforce Development programs consist of a Biomedical Careers and an IT Careers program. Both programs are 9 months long and prepare a diverse group of adult students (ranging from 20 to 60 years old) with the skills needed to obtain entry level employment in these fields. This is an exciting time as the Workforce Development team prepares to increase the number of students served while simultaneously relocating to a brand-new facility in 2024. The Alumni Support Specialist will work very closely with the Alumni Programming Manager to expand the Alumni Programming offerings increasing the visibility and impact of this necessary support.

WORK REQUIREMENTS:

This is a 20-hour per week hybrid remote/in-the-office position.

All employees and long-term consultants are required to be fully vaccinated and follow the organization's established protocols regarding COVID.

JOB DETAILS:

- Anticipated Start date: Mid-March 2023
- Location: Hybrid remote/in-the-office. Weekly in person team meetings currently scheduled on Mondays.
 - Local residents only (out of state residents will not be considered).
- Work Hours: Flexible hours with a minimum of 25% of time in the office. Remaining schedule will be determined with your manager. Occasional evening hours may be needed for special events.
- Compensation: \$30-35/hour
 - Starting rate will depend on your skills and demonstrated readiness for the role.

KEY JOB ACTIVITIES:

- Establish and maintain effective working relationships with Alumni, students, staff, and the community.
- Successfully deliver culturally responsive services to Alumni of diverse backgrounds with varying needs in an equitable and inclusive manner.
- Assist graduates/students with Career Readiness support including workshop facilitation on resume development, LinkedIn profiles, and Self Marketing Pitch creation.

- Provide guidance to graduates navigating available social service resources.
- Utilize LinkedIn for Alumni engagement and create content in the alumni groups.
- Support Alumni Programming Manager with event planning including alumni events, advisory board meetings, networking events, and alumni and employer partner focus groups.
- Help Alumni Programming Manager with the development of new programming.
- Perform other duties as assigned.

EDUCATION AND SKILLS:

- Bachelor's Degree preferred, Bilingual a plus.
- A minimum of 2 years of experience working in non-profit organizations; workforce development experience strongly preferred.
- Experience with coaching and teaching non-traditional, adult students.
- Possess an understanding of the obstacles and barriers this population may face and the necessary tools to achieve academic and career growth.
- Experience with data tracking, Salesforce preferred.
- Knowledge of the Biotechnology and/or Information Technology (IT) industries preferred.
- Strong attention to detail and communication skills required.
- Work independently, prioritize tasks and manage several projects simultaneously.

Applications accepted through February 24th, 2023

INTERVIEW PROCESS:

- Step 1: Please upload your resume and in lieu of a cover letter, please complete the following application requirement. A maximum of 30 minutes is anticipated to complete this requirement.
 - Application Requirement Directions: Read through all three prompts. Select one prompt to answer. In a half page paragraph include how you would respond to this program participant and what questions would you need to ask to address their specific needs. Please indicate which prompt you are responding to in the document.
 1. After facilitating a career readiness topic workshop, a current student tells you that they are overwhelmed with getting the homework done for their other classes and don't know how they will complete this assignment as well.
 2. During the job search club, a graduate tells you they're feeling frustrated because they've applied and interviewed for several opportunities in their new industry but are not hearing back from employers.
 3. A student approaches you after the career readiness topic workshop you've facilitated, and confidentially shares that they are struggling to pay their rent because they've reduced their work hours to attend the program.
- Step 2: 30 min Zoom interview with the hiring manager
- Step 3: 60-minute in-person interview with Workforce Development staff
 - We'll ask you questions about our company values, and your skills, expertise, and experience related to the role and provide time for you to ask questions as well.
- Step 4: Reference check
- Step 5: Background check via Chekr

SALARY AND BENEFITS:

This is a 20-hour per week hybrid remote/in-the-office position with an hourly rate of \$30 - \$35. Part-time employees of Just A Start receive 20 PTO days, 13 paid holidays, commuter benefits and a 401k savings plan with a 3% employer contribution.

Just A Start is an Equal Opportunity Employer. Our staff represents a wide range of ages, races, interests, and backgrounds coming together in pursuit of common goals. Together, we strive to provide an environment that values diversity and promotes an inclusive culture. Applications from women and minority candidates are strongly encouraged. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation, pregnancy and pregnancy-related conditions or any other characteristic protected by law.

[Apply Here](#)