Community Outreach & Recruitment Specialist

POSITION SUMMARY

Are you passionate about connecting historically marginalized communities to opportunities that will support them in reaching their economic stability goals? Does the idea of presenting in front of groups (in person and on Zoom) and connecting one-on-one energize you? Are you excited by the thought of traveling to different locations throughout your work week? We want to talk to you!

Just A Start’s Adult Career Training team (Workforce Development) is seeking a full-time Community Outreach & Recruitment Specialist, reporting to the Operations Manager, to support our program expansion and join our growing team. We’re looking for candidates who are skilled at communicating with a variety of audiences, highly organized, thrive on making things run well, and are committed to creating a clear and kind experience for applicants.

Program participants are a diverse group of adults, mostly ages 19-60, that are seeking a new, stable career with economic mobility for themselves and their families. The Workforce Development department provides free 9-month training programs to help these adults enter the biotechnology or IT fields.

WHO WE ARE

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.

WORK REQUIREMENTS

This is a 37.5 hour per week hybrid remote/in-the-office position. Up to 50% of time could be spent off-site at partner organizations.

Should have access to reliable transportation. A car would be beneficial but isn’t required.

This job requires carrying materials, such as a table, chairs and other items, and commuting either via car or public transit to various locations that could have a wide variety of accessibility.

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

JOB DETAILS

- Ideal Start date: October 2nd, 2023
- Location: Hybrid remote/in-the-office. Weekly in-person team meetings currently scheduled on Mondays.
• Work Hours: Typically, Monday-Friday 9am-5pm with occasional modifications to accommodate evening and weekend events.
• Compensation: $56,000-$58,000

WHAT YOU’LL DO

The Community Outreach & Recruitment Specialist role is a deeply logistical and interpersonal, people-facing position, and your job will primarily be (1) coordinating and executing the recruitment and admissions process and (2) serving as the brand ambassador for the Adult Careers Training Program to facilitate mutually beneficial partnerships with organizations in the Greater Boston/Metro North community.

To be specific, you will:
• Represent the Workforce Development team/Adult Careers Training team as our brand ambassador in the Metro North/Greater Boston community to prospective students and potential community partners
• Establish partnerships with community organizations and government agencies to create new pipelines for recruiting potential students
• Create communication strategies to keep potential students engaged
• Lead informational sessions for prospective students on Zoom and in person
• Complete general administrative duties, such as providing helpful, timely responses to inquiries from prospective students by navigating requests with a lens for problem-solving. Offer guidance and support to prospective students throughout the application process
• Administer and proctor in-person placement exams to determine program eligibility
• Manage a large volume of prospective student data using Salesforce

WHO YOU ARE & KEYS TO SUCCESS

The ideal candidate is someone who thrives when interacting with people and speaking in front of groups and is skilled at managing multiple tasks and details to go from execution to completion.

To be successful in this job, you will excel in four areas:

A commitment to and an understanding of our population: You have experience working with and a commitment to the needs of an immigrant population, people of color, and individuals with low to moderate income. You recognize the role that race, income, age, immigration status, and other identities have on who has access to economic opportunity and mobility and you are committed to reducing barriers to access.

Communication: You are in your element speaking in front of large groups of people and engaging with people one on one. You can effectively partner and communicate with diverse audiences (gender, age, race, ethnicity, socioeconomic, age, cultural, religious diversity) and recognize cultural nuances to meet people where they are at. You are able and willing to communicate and explain directions patiently in multiple ways to increase understanding. Your communication is inclusive, clear, and kind across lines of identity and power. You can make people feel seen, heard, and reassured. In addition to valuing effective communication with prospective students, you also dedicate effort and resources to building and sustaining communication with partners and the team. In addition to strong communication with prospective students you value and invest in communication with partners and the team. You develop and maintain strong, collaborative working relationships and partnerships with a wide variety of stakeholders.

Planning and execution: You have a track record of seeing projects through from beginning to end. You have experience managing multiple projects and keeping tasks from slipping through the cracks. You are not easily flustered when faced with new or unexpected operations scenarios. You are open to trying new systems, processes, software and tools to create the most efficient and effective workflow. You use data to make informed decisions and feedback loops to improve your processes.

Ability to work autonomously: You have a solution-oriented mindset and can make informed choices independently, when needed. You pride yourself on being reliable and can work towards outlined goals and complete tasks without constant oversight. You proactively take the initiative to propose improvements, offer innovative ideas, and maintain ownership of your responsibilities. You are not afraid to ask for help or ask for clarity and/or direction when you aren’t sure what to do next.
Bilingual is a plus, but not a requirement.

If you were here right now, you would be:

- Attending a Family Fun Day at one of Just A Start’s properties to table and share information about our program with residents
- Researching new community organizations that we can partner with to attract potential program participants that align with our target demographics.
- Working with established community partners on targeted marketing campaigns
- Collaborating with the Academic Services Manager, Data & Program Coordinator and Operations Manager as we work through the logistics of bringing our adult education exams in house
- Responding to inquiries from potential students via email and phone, keeping them updated on the recruitment process.

Applications accepted through September 5th.

**INTERVIEW PROCESS:**

- **Step 1:** Please upload your resume and in lieu of a cover letter, please respond to the following prompt. The prompt must be submitted to move forward in the process. A maximum of 30 minutes is anticipated to complete this requirement.
  - You met someone at a job and resource fair from another non-profit that serves adults and provides technology classes to increase job readiness skills. You think that the demographics they serve would align with the prospective students that Just A Start’s Adult Careers Training Program seeks to recruit. You exchange email addresses and want to reach out with an intro, some background about Just A Start’s Adult Careers Training Program and a call to action + next steps. Using the background information from Just A Start’s website (under Education & Career Pathways), what is the email that you send them?
- **Step 2:** 45 min Zoom screening with the hiring manager.
  - We’ll ask you questions about your interest in the role and the organization and questions based on the four areas of the role.
- **Step 3:** 60-minute in-person interview with Workforce Development staff
  - We’ll ask you questions about our company values and experience related to the role and provide time for you to ask questions as well.
  - You will give a 5–10-minute presentation on any topic of your choice. We suggest picking a topic you feel you have expertise in or a presentation you have given before. The purpose of this is for us to better understand your comfort level presenting information in front of an audience so we will be assessing body language, eye contact, voice, ability to answer questions, etc.
- **Step 4:** Reference check
- **Step 5:** Background check via Chekr

**SALARY AND BENEFITS**

This is a 37.5-hour per week hybrid remote/in-the-office position with a salary range of $56,000-$58,000. In addition to a competitive salary, Just A Start offers a comprehensive benefits package, including medical insurance, dental insurance, short term disability insurance, long term disability insurance, life insurance, transportation benefits, 20 PTO days in the first year, 13 paid holidays, volunteer time off, employee assistance program and a 401k savings plan with a 3% employer contribution.

**ABOUT JUST A START**

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