

SBWIB, Inc.

SOUTH BAY WORKFORCE INVESTMENT BOARD, INC.

A Private Nonprofit Corporation

The **SBWIB, Inc.** is an equal opportunity employer.

Career Services Coordinator – Case Manager (Adult Programs)

JOB ANNOUNCEMENT

\$23.46 - \$33.36

Summary

The South Bay Workforce Investment Board, Inc. (SBWIB, Inc.) is seeking an experienced, self-motivated and well-organized Career Services Coordinator to provide case management to our adult population, helping them overcome barriers of employment through career exploration, vocational training, work experience, and post-secondary opportunities tailored to meet the needs of each individual. The ideal candidate is passionate about workforce development and the populations we serve and will be organized, detail-oriented, comfortable working with teams and individuals from diverse disciplines and ethnicities; has great communication, time-management and organizational skills and is able to work well under stress while efficiently juggling various tasks. Overall, this person is reliable and contributes to the successful achievement of goals for the department and overall organization.

This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Salary & Benefits

This is a full-time, nonexempt position (40 hours/week), generally with a starting hourly wage of **\$23.46**; however, wage may commensurate with experience. Our Company offers a comprehensive employee benefits package, which includes 75% health cost reimbursement (for employee only), sick and vacation time, holidays and a competitive 401k plan. *Employer is eligible for student loan forgiveness (PSLF).* All full-time employees are invited to participate in the company's health benefits package after completing the 60-90-day employment introductory period.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's Degree in Social Sciences, Business, Public Administration, or a related field; at least two (2) years of experience in the delivery of social service programs/job training and development with extensive case management duties or any satisfactory combination of experience, education and training which demonstrates the knowledge, skills and abilities to perform the below duties (education may be substituted by experience on a year-for-year basis). Reliable transportation with valid California Driver's License and insurance are required. Must also be able to successfully pass background and reference clearances and follow all safety protocols enforced by the Company and as listed under the below *working conditions*.

Required Skills

- Must be enthusiastic, creative, and capable of effectively functioning in a professional work setting with various levels of staff, Boards or Partners, in group settings, and independently with little to no supervision.
- Must possess the ability to think quickly, strategically and execute new ideas in fast-paced environment;
- Must possess the ability to excel at details, work well under pressure and have great problem solving skills;
- Must have great organizational skills and the ability to manage multiple tasks and projects in an efficient and timely manner and be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- Must have good verbal and written-communication skills;
- Must have outstanding people skills and be able to work collaboratively and positively with others of diverse backgrounds, opinions and needs;
- Must have experience working with or the ability to learn Microsoft Office software, including Outlook, Word, PowerPoint, and Excel and virtual meeting platforms such as ZOOM, Teams, etc.

Essential Duties and Responsibilities

Under the supervision of the Operations Manager or designee, the Career Services Coordinator – Case Manager will be assigned to adult programs and responsible for case management and other duties, including but not limited to, the following:

- Provide direct service to program participants and assist with coordinating various employment-related projects and events in collaboration with other employment services' team members and departments;
- Teach or assist in providing instruction of employment related and financial literacy classes to participants (adult and/or youth);
- Coach participants to set and achieve appropriate employment objectives by identifying short and long term goals, obstacles determining occupational qualifications and mapping out strategies to achieve their goals;
- Help participants through the job search process, which may include providing knowledge and feedback of on the job search materials and skills as well as expose participants to employer contacts, internships and other short-term training opportunities, as appropriate;
- Contribute to the achievement of monthly, quarterly and annual employment and internship goals;
- Track participant activities, progress and results using client management and tracking systems;
- Assist in coordinating employment related volunteer recruitment and event planning efforts;
- Conduct research on best practices in career development models and labor market trends to ensure curriculum and approaches to workforce development are cutting edge;
- Perform other duties of a similar nature or level as required.

Working Conditions

Applying for this position connotes an understanding and acceptance of duty in light of potential exposure relating to COVID-19 as you will be required to interface with multiple team members. Performing duties of this position will require wearing protective equipment (e.g. mask, gloves, etc.), and following protective measures enforced by the Company, City, County, State and/or Federal Authorities as it relates to current states of emergencies (e.g., pandemics) or the functions of this position. **Note:** Measures may change based on level of safety concerns. Employee may also be required to spend the majority of the day walking, standing, sitting at a desk, with some lifting and bending. Must have excellent time management skills, must be able to work well under stress and meet deadlines. Must also be able to travel to other locations for trainings, conferences and/or meetings within or outside our local area. Reliable transportation, a valid driver's license and proof of insurance is a must. **Must be able to provide official proof of vaccination or religious/exemption status from a verifiable clergy or doctor with contact information and signature included. Employees with approved exemptions may be required to provide COVID testing once a week or more, if/as necessary, and as enforced by the Company and its Contractors, the County and other applicable laws, regulations or orders.**

How to Apply

Send a cover letter and résumé to apply@sbwib.org for consideration. Recruitment for this position will end upon receipt of a sufficient number of résumés. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. **No phone calls please.**

The SBWIB, Inc. is an equal opportunity employer. Applicants are considered for all positions without regard to race, color, sex, gender identity, national origin, age, mental or physical disability, medical condition, marital status, sexual orientation, pregnancy, ancestry, religion, military or veteran status, or any other status protected by law.

The SBWIB, Inc. provides reasonable accommodations consistent with its legal obligations. Therefore, applicants who may need reasonable accommodations or other assistance in relation to a disability or religion, at any point within the application process or thereafter if hired, should immediately inform SBWIB, Inc. by sending an email to apply@sbwib.org.