

GREAT CAREERS START HERE!

Are you interested in becoming a valued member of an award-winning team of professionals who are dedicated to helping ease hardship & foster financial stability in our community? We'd love to hear from you! Apply today for the Workforce Development Coordinator position by sending your resume to: jobs@nfcchelp.org

Job Summary: The *Workforce Development Coordinator* serves as a crucial link between NFCC clients, Volunteer Coaches, and local employers. The Coordinator collaborates with community businesses to identify hiring opportunities while working closely with Volunteer Coaches who deliver career readiness services including resume writing, job application assistance, and interview preparation. Through these efforts, the Coordinator helps clients improve their employment prospects that may lead to greater financial stability.

Job Duties and Responsibilities:

- Manage NFCC workforce development programs by coordinating workshops, materials, and resources for both in-person and virtual formats, while serving as liaison to Volunteer Coaches who provide one-on-one career counseling, resume assistance, and interview preparation to clients and students.
- Onboard, train, and conduct quarterly support meetings for Coaches while coordinating client appointments and meeting spaces.
- Identify employment opportunities for NFCC clients by building and maintaining relationships with local businesses, educational institutions, other non-profits and community organizations.
- Represent the NFCC workforce program at community events and participate in public relations/outreach activities while developing strategic partnerships to enhance program effectiveness.
- Organize and manage all pre-event logistics of the annual NFCC Career Fair and post-event evaluations.
- Responsible for tracking and evaluating program impact and effectiveness.
- Respond to employment and career readiness requests made by NFCC clients and students.
- Proof, review and approve workshop materials developed by Coaches and provide content development support as needed.
- Attend NFCC events with NFCC Volunteer Coaches when appropriate.
- Other responsibilities as assigned.

Required Skills and Abilities:

- Program development and management skills that support strategic goals.
- Knowledge of employment laws and regulations.
- Business development and relationship building skills
- Proficiency in Microsoft Office Suite, particularly Excel and PowerPoint.
- Event planning and execution experience a plus.
- Comfortable using virtual event platforms.
- Experience with Salesforce a plus.
- Strong verbal and written communication skills.
- Strong interpersonal skills.
- Spanish speaking a plus.
- Criminal background clearance and negative drug test screening.

Education and Experience: Bachelor's degree in a human services, human resources, or other related field. 2 years of professional experience in human services, human resources or career counseling preferred.

Supervisory Responsibilities: None

If this sounds like the role for you, we'd love to meet you! Please submit your resume to jobs@nfcchelp.org.

Job Competencies:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical

Physical Demands and Work Environment: Work is performed indoors in an office sitting in front of a computer 80% of the time. Must be able to lift, push or pull up to 10lbs.

EEO Statement: NFCC is an Equal Opportunity Employer, NFCC does not discriminate based on race, religion, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disabilities, national origin, veteran status, or any other basis protected by the law. All employment is decided based on qualifications, merit, and business needs.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties

and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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NFCC is a 501(c) 3 nonprofit organization whose mission is to help ease hardship & foster financial stability in our community.