



Position available: Hospitality Career Advancement Specialist

Department: Hospitality Careers Pathway Program

Supervised by: Hospitality Program Manager

Hourly employee position: 22.5 hours/wk

Compensation: \$21/hr

Anticipated Start Date: 09/01/2021

Description

The Hospitality Career Pathway Program was developed to help newly-arrived immigrants and refugees overcome obstacles related to finding long-term employment in the Hospitality Industry through: intensive training, ongoing job counseling and case management to improve job skills and increase earning power. The **Hospitality Career Advancement Specialist** will be the lead instructor for the Professional Leadership class. This class is a 12-week class that meets Tues, Wed and Thurs from 10am-1pm and is designed for new Americans who have worked at least 6 months in the US and want to advance in their careers. Graduates of this class are eligible to participate in a 3-month paid internship with TPI hospitality as well as complete credit by exam assessments in 3 business core classes at MCTC, resulting in 10 college credits in business. The **Career Advancement Specialist** will provide culturally-appropriate coaching, resources and guidance to improve employment and academic success, and offer ongoing job counseling to improve job retention and increase earning power.

Job Qualifications

- Has a B.A. or M.A. in Adult Education, Education or Linguistics and/or a history of related teaching experience.
- 1+ years experience providing job services and an interest in adult education/job training.
- 1+ years experience working with New American women and men.
- Experience in distance teaching over zoom platform.
- Preferred previous hospitality or customer service industry work experience.
- Preferred knowledge of the Twin Cities' job market, positions, trends, and hiring procedures; contacts in Twin Cities hospitality industry human resources field.
- Preferred knowledge of Higher Education system in the Twin Cities.
- Experience in advising, case management, college admissions, and/or teaching.
- Able to use culturally-appropriate and trauma-informed practices in casework and navigation.
- Excellent written, verbal and interpersonal communication skills.
- Independent, organized, creative, a self-starter, ability to multi-task.

- Enthusiastic, flexible, professional, responsible and able to take initiative.
- Comfortable using computer functions, including ZOOM, Microsoft, Google Suite programs, CRM systems, SID (ABE database).
- Demonstrated commitment to the International Institute of Minnesota's mission and vision.
- Preferred fluency in one or more of the following languages preferred: Somali, Amharic, Oromo, Arabic, French, Spanish, Swahili, and Tigrinya.
- Driver's license, insurance, and reliable transportation.

Position Duties

- Instructs and facilitates Professional Leadership classes. Classes are held Tues, Wed & Thurs from 10am -1pm. Potential for evening classes in future.
 - Topics such as goal setting, choosing colleges & careers, understanding a syllabus, interpreting program guides, understanding financial aid, and time management.
 - Recommend curriculum changes based on participant and employer feedback.
- Work with current and graduated program participants to navigate career advancement plans including new job placements, promotions within current employment and/or higher education options.
 - Assist participants with making career plans and navigating college coursework.
 - Willingness to use car to transport clients to job interviews, orientations, and other job-related appointments.
 - Hold one on one appointments with program participants.
 - Review and create resumes and cover letters with program participants.
- Promote Leadership Internship & Credit for Prior Learning credits through MCTC.
- Assist in recruiting and registering students for Professional Leadership class.
- Assist Program Manager with updating program databases (including by not limited to Salesforce, CRM) with student employment data.
- Conduct follow-up calls to students and employers to track job retention, satisfaction and performance.
- Develop and maintain positive employer relationships to create employment, internship and networking opportunities for program participants.
- Oversee interns who will assist with program activities.
- Attend all staff & team meetings, professional development and other duties as assigned.

To apply: Send resume and cover letter to Scarlett Xiong at sxiong@iimn.org Position open until filled and contingent on background and reference check.