



**Job Title: Employment Navigator**  
**Department: Hospitality Career Pathway**  
**Reports To: Hospitality Program Manager**  
**FLSA Status: .8 FTE**  
**Salary Range: \$34,400 – 36,000 plus benefits**  
**Estimated start date: 5/23/2022**

**Organization Description:**

The International Institute of Minnesota (IIM) is a fast-paced, innovative organization with talented staff who are mission driven and support one another in their work. Since 1974 IIM has resettled 25,000 refugees in the Twin Cities and remains one of the largest sponsors of refugees statewide. Its immigration and citizenship services helped nearly 15,000 New Americans achieve U.S. citizenship since 2001. From 2012 to 2018, IIM experienced exponential growth, establishing the organization as an expert in education and workforce development for immigrant and refugee communities. With more than 21 million refugees worldwide waiting to begin new lives, and an increasing workforce shortage in Minnesota, IIM’s programs continue to be in demand and important abroad and in Minnesota.

**Purpose:**

The Hospitality Careers Pathway Program, which includes Housekeeping training, Dietary Aide training and Professional Leadership training (PLT), 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 **Employment Navigator** will provide teaching, coaching and case management for graduates of the program.

**Duties and Responsibilities:**

- **Teaching**
  - Provide workplace readiness instruction with provided curriculum in a classroom setting for Professional Leadership Training class.
  - Arrange and conduct mock job interviews with colleagues and employer partners for all 3 levels of the program.
  - Make recommendations to program manager for curriculum updates.
- **Employment Casework**
  - Work with Dietary Aide program graduates to secure long-term employment or additional educational opportunities.
  - Work with PLT graduates to secure promotions, internships, additional education opportunities in conjunction with PLT instructor.
  - Hold regular employment appointments with program participants to address student goals, barriers and supports.
  - Conduct job searches with program participants.
  - Review and create cover letters and résumés with program participants.
  - Conduct follow-up calls to students and employers to track job retention, satisfaction and performance.

- Transport participants to apply for jobs, job interviews or as needed.
- **Employer Relations**
  - Develop and maintain positive employer relationships to create job opportunities for program participants under the direction of the manager.
    - Respond to employer inquiries about Hospitality Program
    - Receive employer open positions and communicate to relevant staff and students
    - Update employer database
    - Advocate for student needs with employers
    - Send regular newsletters and program updates to employers
  - Arrange class visits to employer partner companies and in-class guest speakers from employers and former participants.
  - Organize annual Job Fair for employer partners.
- **Program support**
  - Recruit students for Hospitality Careers Pathway programs in coordination with other IIMN departments.
  - Attend IIM All-staff meetings, Employment staff meeting, Education Professional Development meetings and program weekly staff meeting.
  - Assist Program Manager with training and overseeing interns and volunteers with job search related work.
  - Enter data and case notes in program database. (CRM)
  - Other duties as assigned.

### **Requirements:**

- Demonstrated commitment to the International Institute of Minnesota's mission and vision.
- Undergraduate degree preferred but equivalent experience will be considered.
- Ability to speak a second language (Somali, French, Karen, Arabic, Swahili or Amharic) preferred.
- Knowledge of the Twin Cities' job market, hiring trends, and application procedures
- Driver's license, adequate insurance and car.
- Willingness to use car to transport clients to job interviews, orientations, and other needed appointments.
- Experience working with immigrants preferred.
- Strong written and oral communication skills.
- Highly organized and able to handle multiple projects simultaneously.
- Skilled in problem solving and able to independently address issues as they arise.
- Contacts in the human resources field helpful.
- Teaching experience preferred
- Be fully vaccinated from COVID-19.

### **Physical Demands:**

- Use of manual dexterity, tactile, visual, and audio acuity.
- Use of repetitive motion, prolonged periods of sitting, and sustained visual and mental applications and demands.

**EEO Statement:**

International Institute of MN is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

**To Apply:**

Submit cover letter and resume to Lynn Thompson via email [lthompson@iimn.org](mailto:lthompson@iimn.org). Position opened until filled. No phone calls or walk-ins please.

Revised: Drop down: Select date of revision or delete this and 'revised:' if none.