



70 Washington Street
Salem, Massachusetts, 01970
978.825.7200 www.masshire-nscareers.org

-Career Advocate-

Job Description

Position Summary:

The MassHire-North Shore Career Center (MHNSCC) is dedicated to connecting motivated career-seekers with employers and educators across the North Shore of Massachusetts. The MassHire-North Shore Workforce Board governs grant funding and the execution of these efforts. The MassHire-North Shore Career Center is seeking a motivated individual to join the Career Center team with the primary goal of increasing employment opportunities in emerging industries. The **Career Advocate - Bilingual Spanish** is focused on job advocacy: marketing jobs and careers in Priority Industries to unemployed and underemployed North Shore residents who are inadequately represented in rising industries.

Reports to:

The MassHire-North Shore Career Center's Deputy Director.

Essential Job Duties: *Bilingual/Spanish REQUIRED.*****

The Career Advocate must:

- Core Responsibility: Provide dedicated career advising services to adult and youth community members, empowering them to reach their professional objectives;
- Refer, coach, and support Bilingual | Spanish-speaking residents and speakers of other languages to enter education and/or training appropriate to the priority industry of choice;
- Provide job placement assistance for residents so that they will become successfully employed within the priority industry of choice;
- Conduct consistent follow-up and general support to individuals who are completing training or are in the hiring process to ensure they complete the program;
- Assist customers in finding appropriate help should other personal crises arise that would limit an individual's ability to enter and retain a quality career successfully;
- Remain in contact with customers prior to, during, and after training and job placement;

- Consistently attend community events to share job opportunities and build a network of community members;
- Perform other duties as assigned to support the overall goals of the team and organization.

Qualifications:

To perform this job successfully, an individual must be able to satisfy each essential duty. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Must place a high priority/value on diversity, equity, and inclusion to effectively serve the region's community.

Education and/or Experience:

- Associate degree in a related field with a Bachelor's degree in a related field preferred; may be replaced with solid, successful experience in similar projects and operations.
- 3+ years of experience in Business, Marketing, Recruitment, Employment, and Educational Counseling, or a related field.

Core Skills and Abilities:

- Strong understanding of Environmental Justice populations in Massachusetts and Diversity, Equity, and Inclusion issues for effective interface within communities on the North Shore.
- Exceptional Professional Communication and Presentation Skills, both verbal and written, and demonstrated using various technology platforms such as Microsoft Office (PowerPoint, Excel, Word, etc.) and other industry-specific software, as well as through in-person meetings.
- Excellent attention to detail combined with strong problem-solving and critical thinking skills as well as a high-growth mindset.
- Ability to set, execute, and report based on established timelines.

Language Skills: Bilingual | Spanish REQUIRED. Ability to read, analyze, and interpret general business publications and governmental regulations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Days and Hours:

- Monday through Friday 8:30 AM–5:00 PM; full-time 37.5-hour work week.
- Local travel required. Some evening work and possible Saturday work may be required; earned time off is available and flexible.
- The Career Advocate must have and maintain a valid Massachusetts driver's license and have a reliable vehicle for travel to events and off-site work assignments as needed, year-round, with mileage reimbursement per City of Salem policies.

Salary and Benefits:

The salary range is **\$62,000- \$65,000 per year**, based on experience/qualifications. The City of Salem's complete benefits package includes medical and dental coverage; vacation, sick, and personal leave; and a retirement plan.

Work Environment and Physical Demands:

Parking is 1 block away in the City of Salem garage, parking pass is provided at no cost to employee. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typically moderate, and some workspaces are shared. This job operates in an office environment, predominantly seated, operating standard office equipment such as computers, phones, copy machines, filing cabinets, and keyboards. The incumbent has direct and indirect contact with the public and other agency and city staff. The position requires working with high volume, tight deadlines, being subject to frequent interruptions, and at times without direct guidance from a supervisor.

While performing the duties of this job, the incumbent is continuously required to talk, hear, and use repetitive motions of the wrists, hands, and fingers. Specific vision abilities required by this job include close vision. The incumbent will frequently stand, carry, reach, grip, and grasp; occasionally stoop, kneel, and crouch. The work involves little to light physical effort; frequently exerts up to 10 pounds of force, and occasionally exerts up to 20 pounds of force.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level can vary depending on daily activity, yet it will remain within a moderate noise level range.

The City of Salem is an Equal Opportunity/Affirmative Action Employer and does not discriminate based on race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status, or genetic information.

Application:

Qualified individuals are encouraged to send a resume and cover letter with the subject line "Application: Career Advocate" to ealcala@masshire-nscareers.org. Applications will be reviewed on a rolling basis, and the position will remain open until filled.

MASSHIRE VALUES

Collaboration – Power of partnership and streamlined integration of services to achieve effective and timely results for our MassHire-North Shore Career Center customers;

Respect – Commit to understanding and valuing the diverse and unique requirements and professional goals of the businesses and people we serve;

Reliability – Create trust and reliability by consistently delivering high-quality professional services at each location and at every interaction;

Ingenuity – Leverage flexibility, expertise, and knowledge to successfully meet our mission, regardless of new challenges and circumstances that may arise.