

## **POSITION DESCRIPTION**

Position Title: Employment Retention Specialist  
Program: Subsidized Employment  
Reports to: Program Director  
Status: Non-exempt  
Date Revised: 10/2014

### **POSITION SUMMARY:**

Responsible for working with participants on job search skills and activities, manage job matching and placement activities with employers and participants, continued assessment of job readiness, and facilitation of job clubs/alumni groups. The Employment Retention Specialist will also provide retention services to the employees.

### **OBJECTIVES/ACTIVITIES:**

- I. Responsible for client placement to achieve established objectives of the department.
  - A. Work with participants on job search skills and activities to ensure continued Job Start Readiness.
  - B. Relationship management of day-to-day operational tasks and job placement process within business relationships established.
  - C. Manage job postings by screening, matching and referring participants to jobs to secure unsubsidized placements.
  - D. Prepare participants for interviews and follow-up with employers after interviews.
  - E. Facilitate initial program orientation workshop and weekly job club/alumni group.
  - F. Provide retention services to the participants at critical milestones of employment.
  
- II. Responsible for training and development of new staff.
  - A. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
  - B. Serve as part of the program development team by providing information and support for the development of quality operations.
  - C. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
  
- III. Responsible for self-development
  1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

### **EQUIVALENT EDUCATION AND EXPERIENCE:**

A Bachelor's degree is preferred or a combination of education and experience will be considered. This position requires at least three years employment development experience. Human Resources experience is preferred. This position also requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to reentry population, homelessness, substance abuse, minorities, and persons with disabilities. Specific knowledge and experience with reentry client culture, housing first approaches, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with reentry clients with varying needs and levels of functioning. This position requires CPR and First Aid training within (90) days of employment date and recertification as necessary and T.B. testing annually. A valid California driver license, clean driving record, and proof of insurance is required. Must have the flexibility to work irregular hours and have the willingness to function as a team member.

**SPECIFIC SKILLS REQUIRED:**

Computer skills, Word and Excel  
Teamwork skills  
Oral and written communication skills  
Ability to assist other people  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 50 pounds  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Employment Retention Specialist is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**This Employment Retention Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_