**J O B D E S C R I P T I O N**

**JOB TITLE: Opportunity Center Coordinator**

**REPORTS TO: Opportunity Center Director**

**EXEMPT:** **NON-EXEMPT:** x

**HOURS:**  Part Time 25-30 hours

**JOB SUMMARY:** The Opportunity Center Coordinator (OCC) is a polished professional who ensures the highest standards of neighbor service. Making attention to neighbors’ top priority, through a warm, attentive greeting, and courteous interaction. The OCC identifies neighbor needs during one-on-one interactions by offering personal recommendations of community resources, educational opportunities, back-to-work services, and social enterprise coaching/programs.

The Opportunity Center Coordinator works side-by-side with the Opportunity Center director to identify new opportunities to reach neighbors and to expand the programs and reach of the ECHO’s services.

**ESSENTIAL FUNCTIONS:**

**Client Center-** Brings positive and enthusiastic energy to the Opportunity Center programs, primarily the Riverview Welcome Center.Ensures a strong upbeat working environment with the entire ECHO team**;** Works directly with all departments to ensure neighbor service is warm, welcoming, thorough, and seamless.

**Opportunity Center-** Greets and engages visiting neighbors making them a top priority. Meets with neighbors to identify and understand most critical needs. Develops resumes, completes applications, assists with job search, practices interview skills, and makes interview appointments with business partners on neighbor’s behalf. Makes recommendations for community resources, education programs, back-to-work services, and/or other programs as needed. Accurately tracks neighbor information, goals, and progress using the Opportunity Center database. Assists neighbors extensively with back-to-work services. Delivers educational workshops as needed. Takes professional/personal development seriously and continues to learn and grow personally.

**Volunteers-** Builds a volunteer team through recruitment, scheduling, management, celebration, and training of opportunity center volunteers.

**Collaboration-** Collaborates with the ECHO team and Opportunity Center Director to identify new opportunities to meet the needs of neighbors. Builds strong, open, and generous relationships with fellow community service providers. Maintains a robust community resource network; represents ECHO in provider meetings within the service delivery area and advocates on behalf of ECHO and families served.

**Measure Outcomes**- Identifies neighbor’s personal goals and tracks attendance, assistance, goals, interests, and accomplishments.

**Maintenance-** Remains aware and alert to ECHO assets and centers. Actively ensures the property is clean, maintained, and a good representation of ECHO. To include outside and inside of the building, garbage, and bathrooms.

**Other-** Perform other functions as necessary or assigned.

**QUALIFICATIONS:**

* Genuine heart for helping others
* Shared belief in the ECHO mission and vision
* Shared belief in the Opportunity Center’s purpose
* Knowledge of standard office processes, procedures, and equipment
* Intermediate to advanced computer skills
* Experienced professional
* Familiar with current job search procedures and interview techniques – HR experience a plus
* Bilingual English-Spanish required – or must become very comfortable using a translator to work with neighbors who do not speak English

**DEMONSTRATED KNOWLEDGE AND SKILLS:**

* Possess strong verbal and written communication skills in order to communicate effectively with clients, volunteers, members of the community, and colleagues
* Possess active listening skills
* Possess a high degree of social perceptiveness- being aware of others’ reactions and understanding why they react as they do
* Proficient in Microsoft Office and Excel
* Strong understanding and up-to-date knowledge of job search procedures
* Ability to work in a high client contact area and fast-paced environment
* Ability to work with distractions and/or high-traffic environment
* Effectively utilizes time management skills in managing time and prioritizing tasks for self and others.
* Ability to build a team of volunteers; recruit, encourage, train, motivate, and retain volunteers
* Ability to monitor/assess the performance of self to make improvements and take corrective action

**PHYSICAL REQUIREMENTS:**

* Intermittent physical activity including bending, reaching, sitting, standing, walking
* Must be able to sit at a desk, use a computer, keyboard
* Carry tables and mobile back-to-work equipment; set up the mobile back-to-work station
* Carry up to 40 pounds
* Clean up around outside of buildings as needed

**INITIAL EVALUATION PERIOD:**

* 90 Days

**STARTING PAY RANGE:**

* Salary or pay is commensurate with experience

**CONTACT INFORMATION:**

* Please submit your resume to Dianne Horncastle opportunity@echofl.org