



## Commonwealth Corps Service Position Description



BEST Hospitality Training

### Commonwealth Corps Career Resource Specialist

The mission of the Commonwealth Corps is to engage Massachusetts residents of all ages and backgrounds in service to strengthen communities, address unmet community needs, and increase volunteerism.

Commonwealth Corps members with BEST Hospitality Training will serve 10.5 months in a full-time capacity. What they have in common is a desire to put their talents and ideas to use in the service of their communities and the Commonwealth.

The mission of BEST Hospitality Training is *to provide individuals with the education, skills and training to excel in the hospitality industry and in their personal lives*. BEST will host two full-time Commonwealth Corps members who will support volunteer recruitment, mentoring, and management and workforce development programming in Boston, MA. The Commonwealth Corps Resource Specialist will establish a career navigation and resource referral program to provide economic maximization services to current clients, economic opportunity services to individuals ineligible for regular programming, and career ladder services for past clients who need assistance reaching their next steps.

#### Responsibilities:

##### *Essential*

- Complete a minimum of 1,500 hours of service, serving through June 30, 2018.
- Attend all required Commonwealth Corps trainings and service events held by MSA (minimum of 6 total, post orientation) and BEST Hospitality Training, including a new member orientation on August 15 & 16, 2017.
- Participate in a minimum of 1 hour of MSA-related activities each week (in person or virtually).
- Attend weekly Team Meetings and group/individual supervisory meetings
- Attend professional development offerings as needed Conduct online career exploration, resume building, completion of online applications, cover and thank you letter writing, and interviewing meetings with eligible clients
- Conduct benefit exploration and application processes meetings with eligible clients
- Refer clients to career centers and follow up to ensure appropriate support
- Conduct employer follow up after placement
- Document all career navigation and resource referral activity in Salesforce database

#### Qualifications:

##### *Required*

- Massachusetts residency and legal authorization to work in the United States
- 18 years of age or older
- Experience with or interest in volunteerism and community engagement
- Ability to balance service commitment with other family/work/school/community commitments in a sustainable way
- Understanding of marketing, outreach, and recruitment strategies
- Experience with mentoring, counseling, research and customer service.
- Understanding of workforce development practices such as career exploration, building resumes, cover letter writing, completing online applications, interviewing, and thank you letter writing
- Understanding of the hospitality industry

- Understanding of communities in which they will be serving
- Microsoft office programs competency

*Preferred*

- Bi/multilingual

**Member Benefits:**

- **Stipend** of \$541.66 every other week while in service, up to \$13,000 minus taxes and withholdings;
- **Health insurance (full-time members only)**, individual coverage only);
- **Completion award** of up to \$2,500 upon successful completion of service, minus taxes and withholdings;
- **Training and other professional development** opportunities;
- **Limited reimbursement for travel** to Corps-wide MSA-sponsored activities;
- **Monthly MBTA pass** (worth approximately \$85/month);
- **Limited travel reimbursement from their host site** for certain service-related travel away from their usual service location, according to that agency's policies;
- The **opportunity for at least 10 days of planned absences** (may include holidays); and
- **Opportunity to join with others with a common sense of purpose** as part of the Commonwealth Corps.

*Please note that receipt of these stipends/benefits may impact an individual's eligibility for certain public benefits.*

**Term of Service:**

- **Position Start Date:** August 15, 2017
- **Position End Date:** June 30, 2018
- Service commitment will average 38-40 hours per week to be served M-F between the hours of 9AM to 8PM.
  - Members will be required to serve daytime hours (including 10 am-6 pm) three times per week and evening hours (including noon-8 pm) twice per week – based on selected members' scheduling needs

**Application Instructions:**

- To apply, submit a cover letter and resume as soon as possible, and no later than July 17, 2017 to Aisha Necoechea, Workforce Development Strategist at [anecoechea@BESThtc.org](mailto:anecoechea@BESThtc.org)

Accepted members will be required to undergo a criminal offender and sexual offender background check.

*BEST Hospitality Training will recruit and select persons in all positions to ensure a diverse and inclusive climate without regard to race, religion, sex, sexual orientation, age, veteran status, color, political affiliation, creed, national origin, marital status, or any other status as protected by federal, state, and local laws. BEST Hospitality Training welcomes applications from individuals with disabilities and will make reasonable accommodations for interviews and for service upon request.*