



## About Lawrence CommunityWorks

**Lawrence CommunityWorks, Inc.** is a community development corporation that weaves together community planning, organizing, and asset-building efforts with high-quality affordable housing and commercial development to create vibrant neighborhoods and empowered residents. By facilitating conversations and action on community priorities, LCW engages partners and a network of youth and adult residents in opportunities to move themselves and the city of Lawrence forward.

## About Workforce Development Department

The **Workforce Development Department** serves unemployed and underemployed adults of the Merrimack Valley. Our objective is to cultivate a pipeline of skilled bi-lingual personnel, primarily from the Lawrence community, to meet the needs of local employers. The program works relentlessly and collaboratively across sectors to ensure that our participants can make gradual progress toward self-sufficiency and toward their dreams for their families.

## Position: ABE Workforce Development Coordinator

The ABE Workforce Development Coordinator will be responsible for LCW's ESOL programs and Childcare directly supervising ESOL and Childcare workers. They will provide direct oversight of all ESOL programs, and Childcare. Back up instructor. Also responsible for helping with Marketing of all Workforce programs. This position is typically 12:30 – 8:30, some weekends may be required. This position will be supervised by the Workforce Assistant Director.

## Responsibilities

- Overseeing the operation of programs including but not limited to intake process, file maintenance, databases, of the ESOL Program
- Coordinate ESOL training, Daily Schedule, guest speakers, supplies and events
- Retention follow up and coaching
- File Management
- Ensuring staff production is adequate to meet the needs of our members and department goals as established by the Director
- Ensuring proper childcare coverage to meet the needs of the participants
- Ensuring child care has the supplies they need
- Marketing of all Workforce Programs
- Implementing summer classes
- Attend Mayors ESOL task force meeting
- Making certain that the ESOL program meets and exceeds operational standards and guidelines as established by LCW and funders according to contracts and funding agreements
- Producing required Workforce Dept. reports to the Director for submittal to LCW upper management, funders, and others as needed
- Ensuring integrity and quality control of ESOL data gathering, entry and reporting through *Salesforce, CMax and Fundly*
- Making sure required forms are up to date and utilized according to standards
- Order books and supplies

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- Maintain Waiting List
- Supervising childcare workers and volunteers
- Completing Child Care timesheets and ensuring instructors complete their timesheets
- Manage Money and Receipts
- Engaging and connecting members, according to LCW Network engagement principles
- Fielding the needs/concerns of the members as related to the ESOL participation
- Engaging in organization-wide initiatives as assigned by the Program Director
- Conducting marketing and outreach of Workforce Dept. services and recruitment of participants; including but not limited to the utilization of online social media tools such as our LCW Facebook, LinkedIn, and Twitter pages
- Fostering partnerships with professionals in all aspects of the Workforce Dept.
- Attend organization meetings/events
- Attend required training and recommended professional development training
- Any other duties as assigned by Management.

### Qualifications

- Exceptional customer service skills
- High school diploma or equivalent
- Well-organized
- Energetic work attitude
- Accurate and detailed
- Data Entry and Record Keeping
- Cash Handling
- Strong sense of property and respect
- Problem-solving and critical thinking skills
- Good verbal and written communications skills
- Ability to Multi-task
- Teamwork and collaboration skills
- Bilingual - Fluent in Spanish and English Required
- Strong computer skills (MS Office Suite, Email, Web)
- Self-starter who can work independently
- Highly dependable, flexible and punctual
- Must have transportation and able to travel occasionally
- Analytical, results oriented, critical and independent thinker
- Excellent organizational skills and ability to proactively manage multiple priorities
- Demonstrated ability to build and maintain multi-level relationships and networks – junior and senior, for-profit and nonprofit, and with diverse backgrounds
- Willingness to learn, absorb, and practice LCW's *Network-centric* approach to community-building
- Remain focused in the face of pressure, deliver against timelines, not intimidated by tasks/time limitations
- Excellent written and oral communication and interpersonal skills

### Compensation and Benefits

Salary: commensurate with experience

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**Please send cover letter and resume to:**

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