

The United Planning Organization (UPO) is the designated Community Action Agency for Washington, District of Columbia, and has served the residents of the District since 1962. Our **Vision** for the future is “UPO’s Washington: A city of thriving communities and self-sufficient residents”; our **Mission** is “Uniting People with Opportunities.”

UPO is committed to attracting and retaining outstanding and diverse staff who will enhance our engagement and **service** in our communities.

UPO Workforce Institute (WFI) is seeking an energetic and experienced individual to join our dynamic team. The ideal candidate must be a self-starter able to work in a fast paced, ever changing work environment, a team player and able to work independently with minimal supervision. This future employee will be expected to deliver a high level of customer support and service to both internal and external WFI customers. The final candidate will need to have the right complement of skills and personality.

All qualified applicants are encouraged to apply for this position or any other position currently advertised on our website. Please visit us at www.upo.org to view all of our vacancies and to learn more about our company and services.

POSITION:	Job Readiness Coach Assistant
OFFICE/DIVISION:	Workforce Institute Placement Division
BULLETIN No:	12072020
SALARY RANGE:	\$35,000-\$40,000 annually
OPENING DATE:	07/16/2020
CLOSING DATE:	Open until filled
FIRST SOURCE:	N/A

MAJOR DUTIES:

Responsible for assisting the Job Readiness Coach in preparing customers for training and employment success.

BRIEF DESCRIPTION:

Assist the Job Readiness Coach in assessing each customer during the job readiness training for readiness of training or employment in addition to other services needed prior to training or employment. Assist in communication with customers to bridge their goals and ambitions and develop a plan to accomplish set goals. Provide assistance to discover and overcome customer personal barriers and set life sustaining goals. Using template, develop, edit and proofread resumes, cover letters, reference sheet and thank you letter for customers. Assist customers with online applications. Perform data entry into UPO’s data management system. Develop rapport with Job Readiness Training customers to reinforce employment and retention. Serve as substitute job readiness instructor during absences of the instructor.

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MINIMUM QUALIFICATIONS:

High school diploma or associates degree and three years of experience in job readiness or workforce development. Excellent skills in resume creation, interviewing techniques and customer service. Ability to effectively use Microsoft Office programs, an electronic time keeping program and data management systems. Possess effective organizational and professional communication skills, both written and verbal. Proven ability to work in a team environment and lead projects. Must be able to sensitively and effectively work with individuals of diverse educational, socio- economic and cultural backgrounds. An ability to work some evenings and weekends.

DESIRED QUALIFICATIONS:

Bachelor's degree in social studies or related field or at least five Knowledge of District non-profit community. Ability to communicate effectively in writing and orally. Ability to inspire and years of experience in job readiness or workforce development. motive. Computer literacy including MS Office and data management systems.

OTHER REQUIREMENTS:

In the event that an offer is extended, the candidate will be required to successfully complete a criminal background check and/or FBI fingerprinting, and pre-employment drug screening as applicable for the position.

This position IS covered under the collective bargaining agreement.

ALL VISITORS TO UPO FACILITIES WILL BE SUBJECT TO TEMPERATURE SCANNING.

To apply for this position, please submit your cover letter and resume to upojobs@upo.org or fax these documents to 202/319-3237.