



JOB DESCRIPTION

POSITION: Employment Manager
STATUS: 1 FTE, Exempt
REPORTS TO: Co-Executive Director –
Employment and Community Organizing
SUPERVISES: Employment Department Staff
GRADE:
REVISION DATE: August 31, 2023

Casa Latina is an equal opportunity employer. We consider all applicants without regard to race, color, national origin, religion, gender, marital or military status, age, sexual orientation, gender identity, the presence of any sensory, mental or physical disability, genetic information, political ideology or any other protected characteristic.

PURPOSE

The Employment Manager will supervise daily operations and personnel- developing, assessing, and implementing key programming that supports the members the organization serves. This position will ensure that Employment Department staff are well-organized and ready to provide excellent service to our members.

The Employment Manager develops positive long-term relationships with community partners and members. They support and strengthen relationships with the neighborhood and members to support the members' workforce needs. They will provide leadership and supervision to the employment department and oversee all functions of the day workers center and workforce development programs. This position is primarily located in Seattle and Federal Way.

RESPONSIBILITIES

- Oversee and manage day worker center and workforce development programming and curriculum development.
- Mentor, train, and supervise 3 employment department team members through weekly meetings, work plans, and constructive feedback
- Work closely with staff across the organization to identify needs for the department, train and engage volunteers
- Build a team culture that is innovative, eager to learn, and inspired to create tangible changes for working-class communities
- Manage all member relations regarding employment. This includes managing communication and decision making by program participants (e.g. worker assemblies, worker emergency fund and their meetings)
- Work closely with the accounting team to ensure all funds are managed responsibly and partner in the reconciliation processes.
- Guide workforce development team on curriculum for health and safety trainings and identifying additional training opportunities for members
- Develop objectives for the call center's day-to-day activities
- Resolve any issues with employers regarding dispatch
- Manage member database system. Collect and analyze call-center statistics

- Assume responsibility of budgeting, tracking expenses, and reporting for the department and management of members' emergency funds
- Hire, coach and provide training to personnel to maintain high customer service standards
- Monitor and improve work ordering, telephone handling and other procedures
- Prepare budgets, figures costs, & maintain records of all work orders and transactions
- Prepare reports for different departments, Co-Executive Directors, and contracts and grants reporting
- Conduct routine assessment of day worker center performance and processes with key metrics (accuracy, call-waiting time etc.), and workforce development team proficiency in all areas including workshops, new member orientation, and membership renewal
- Other duties as assigned

QUALIFICATIONS

An excellent Employment Manager must be an organized, reliable and results-driven professional. They must have a practical mind to solve problems on the spot partnered with an ability to see the needs and make improvements. As an Employment Manager, you must also have excellent customer service and communication skills.

- Must share a commitment to the organization's mission, including a strong commitment to racial, gender, and economic justice and their intersections
- Proven experience as call center manager or similar position
- Demonstrable focus, resilience, and the problem-solving skill to develop solutions under challenging circumstances.
- Impeccable writing, presentation and oral communication skills, as well as an ability to synthesize and translate complicated information into clear, compelling language.
- Ability to think critically, make decisions, and justify recommendations based on data and analysis.
- Ability to excel in a high paced environment with diverse teams of staff, members and partners.
- Ability to relate to people of various social, cultural, economic, and educational backgrounds.
- Fluency in English and Spanish is required.
- Ability to work nontraditional hours, including evenings and weekends.
- Proficiency with online platforms such as Zoom, Google Drive, and Microsoft 365/Microsoft Office Suite (Teams, Word, Excel)
- Valid driver's license if driving an organization vehicle.
- Must be able to travel to different locations as needed.

Additional Desired Qualifications

- OSHA certified

PHYSICAL REQUIREMENTS

- Ability to work in an office environment.
- Ability to apply principles of logical thinking and to define problems.
- Ability to interpret a variety of instructions furnished in written or verbal form.
- Work involves sitting most of the time, but may involve walking, standing, bending, reaching, and twisting.

- Must be able to lift up to 15 pounds at a time.

NOTE: The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties for this position. Reasonable accommodations, as required by the Americans with Disabilities Act, will be granted whenever possible. The above job description is not comprehensive. The job responsibilities may include other duties as assigned. Casa Latina may change or update job duties as necessary to meet business needs.

I have reviewed this document and understand the responsibilities of this position.

Signature

Date