

**Community Action Planning Council
JOB POSTING**

JOB TITLE	Success Coach
PROGRAM/DEPARTMENT	Employer Resource Network
JOB LOCATION	Watertown, NY
POSITION GRADE	7
WORK HOURS PER WEEK	40 (Hours vary; may include evenings and weekends)
PAYRATE	\$20.19 per hour plus benefits
EMPLOYMENT STATUS	Regular Full-time Exempt

JOB SUMMARY: The Success Coach is responsible for assisting employees of the Employer Resource Network (ERN) participating businesses with rapid problem resolution and connection to community resources; support member employers in improving retention / productivity and reducing absenteeism. In partnership with the ERN Team, the Success Coach will build strong relationships with partner employers, employees, managers, human resources and community programs and organizations in order to effectively provide resources and solutions.

ESSENTIAL JOB DUTIES: THE MAJOR RESPONSIBILITIES OF THIS POSITION INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Assist employees at various work locations with rapid problem resolution and connect employees to community resources, while maintaining confidentiality.
- Gain and maintain extensive knowledge of resources available within the community; establish relationships and contacts in order to quickly access these.
- Establish rapport with employees, specifically with under-resourced wage earners and build positive relationships with managers, human resources and representatives from various programs and organizations within the community.
- Document outcomes relating to problem resolution.
- Meet with partnering employers on a frequent basis to review metrics/data, reports, barriers, discuss issues and provide recommendations regarding training or retention issues.
- Assist in the development and implementation of communication strategies and materials to share community resource information at partner employer sites via presentations, newsletters, bulletin boards, emails, etc.
- Gain strong understanding of organizational policies, procedures, culture, mission and vision of ERN participating employers by studying Employee Handbooks, attending new employee orientation and marketing the ERN program and Success Coach purpose and function to staff.
- Utilize conflict management techniques, remain calm under pressure in order to address and resolve stressful employee issues.
- Gather, organize, analyze, evaluate, communicate and present information utilizing computer applications such as email, Microsoft Word, Excel or Power Point.
- Utilize online database to track data regarding individuals served, specific needs, barriers, resources used, outcomes and timeliness or value of service.

- Comply with mission, vision and values of Community Action (per employee handbook)
- Handle other duties as assigned.

MINIMUM REQUIRED JOB QUALIFICATIONS

EDUCATION: Minimum of an associate's degree; bachelor's degree preferred.

EDUCATION ALTERNATIVE: 10 or more years of professional experience in management or human resources.

WORK EXPERIENCE: Minimum 5 years of experience in the areas of management, human resources, staff development and / or problem resolution. Experience working with a culturally diverse population, including those who are under-resourced and / or in crisis.

SKILLS OR OTHER ESSENTIAL REQUIREMENTS FOR THIS POSITION: Requires the ability to provide guidance, support and/or interpretation to others regarding the resolution of specific situations; ability to analyze, plan, problem-solve and make recommendations; strong verbal and written communication skills; ability to build positive relationships with employees at all levels. Must be able to work independently and prioritize effectively in order to assist multiple partner employers with diverse employee workforces. Strong time management skills and ability to prioritize work. Attention to detail. Flexible and adaptable to change.

COMPUTER SKILLS: Exceptional computer skills. Proficient in MS Office and database management. Familiarity with the Internet and social media sites.

WORK ENVIRONMENT: The position requires travel to various employers. Working conditions may be indoors or outdoors as they relate to the partner employers.

EMPLOYMENT STANDARDS: Must provide high level of customer service and be responsive to the needs of employees and management staff of participating employers; flexible and able to cope with change; ability to work independently and as part of a work group; supportive of the mission of Community Action.

PHYSICAL REQUIREMENTS: Ability to sit for extended periods of time (not to exceed four consecutive hours); manual dexterity; close mental and visual application. This position requires travel to various employers. Must maintain a valid driver's license. Working conditions may be indoors and outdoors as they relate to the partner employers. Must be able to lift/move up to 15 pounds, push/pull up to 25 pounds.

To apply, submit letter of interest, updated resume, application form, and college transcript to Community Action Planning Council, 518 Davidson Street, Watertown NY 13601, Fax 315-785-0892, or email hr@capcj.org. Application form available at www.capcj.org.

Applications/resumes will be accepted until position is filled.

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