

MEALS ON WHEELS FOUNDATION OF WESTERN NEW YORK, INC.
POLICY AND PROCEDURE
POSITION DESCRIPTION

POSITION TITLE:	Workforce Development & Event Space Coordinator	
JOB STATUS:	Temporary position, grant funded through Sept. 1, 2019; Part-time, 15-20 hours per week (includes some evenings and weekends)	
FLSA STATUS:	Non-exempt	
REPORTS TO:	Facilities and Project Manager	

POSITION OBJECTIVE:

The Workforce Development & Event Space Coordinator has two key areas of responsibility. The primary purpose of this role is to support workforce development participants with assistance in job skill training by generating new and augmenting existing relationships with outside agencies and by developing new internal opportunities. In addition, the coordinator is responsible for managing the rental and use of the Meals on Wheels Community Learning Center (CLC), a 200-person capacity event space. The Workforce Development & Event Space Coordinator develops and maintains positive professional relationships with CLC customers in order to fully understand their needs while identifying opportunities to enhance and deepen those relationships. S/he is responsible for generating new CLC business through cold calling and networking outside the agency.

WORKFORCE DEVELOPMENT RESPONSIBILITIES:

1. Communicates with current and prospective participants by responding to inquiries and by providing information via telephone, e-mail, face-to face-meetings, presentations, and information sessions
2. Creates and implements communication with referral agencies, non-profit agencies, schools, businesses, and other community members
3. Handles all requisite paperwork for workforce development participants including registration and placement of participants
4. Maintains accurate documentation, tracks participant information, collects pre-requisite documents
5. Maintains relationships with referral agencies, non-profit agencies, schools and businesses to increase program participation and participant success
6. Represents Meals on Wheels for Western New York at recruitment events, career fairs, job fairs, expos and community events as needed
7. Assists with research for and development of additional workforce development opportunities

BUSINESS DEVELOPMENT RESPONSIBILITIES:

1. Responds to general inquiries and provides information regarding CLC rental and use
2. Conducts outbound calls to prospective and existing CLC rental clients for scheduling, contract development and negotiation, and follow-up as necessary
3. Directly liaises for and oversees all events in the Community Learning Center
4. Displays superior leadership qualities in customer service

5. Works with the Communications Team to actively market the CLC
6. Performs related duties as assigned

QUALIFICATIONS

1. High school diploma required; college degree preferred.
2. Customer service oriented personality
3. Ability to travel locally as necessary to support Meals on Wheels' initiatives, including valid NYS Driver's License, personal vehicle, and valid insurance
4. Must be capable of lifting a minimum of 35 lbs.

Interested candidates should submit a cover letter, resume, and contact information by **Jan. 16, 2019** to:

Jay Smith
Facilities & Project Manager
jsmith@mealsonwheelswny.org

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