



Chinese Mutual Aid Association

1016 W Argyle Street Chicago, IL 60640
Tel: (773) 784-2900 | Fax: (773) 784-2984
www.chinesemutualaid.org

Employment Coordinator

Job Description

ESSENTIAL FUNCTIONS:

- Reports to Business Development Manager
- Match qualified job candidates to potential job opportunities
- Builds business relationships with new and existing employers
- Compiles reports for both the Chinese Mutual Aid Association (CMAA) and outside funders
- Develops departmental goals and objectives
- Represents agency and department at workforce network, employment and community events
- Works with the employment counselor, interns and with all CMAA departments

RESPONSIBILITIES:

- Helps oversee CMAA's workforce development/employment department comprised of two job placement programs, which offers assistance to immigrants, refugees and people from all ethnic backgrounds as well as persons with disabilities
- Oversees client recruitment, in-take, testing, and skills assessments
- Monitors & evaluates program activities to ensure compliance with all contract requirements and goals
- Compiles weekly reports for manager and monthly reports to meet contract requirements
- Plans and executes outreach efforts for various community organizations, ethnic associations, libraries, schools, etc. to educate them about CMAA services and to encourage maximum utilization of services
- Partners with businesses, business associations, economic development organization, & chambers of commerce to increase awareness of CMAA's free employment services
- Initiates discussions with the local Uptown business community & Asian-American business owners in the Chicagoland area to encourage their participation in CMAA's programs, services, hiring and job development needs
- Supervises employment program staff
- Counsels and provides case management for eligible clients
- Builds and maintains relationships with new and existing employers
 - Educates one potential employer per week and follows-up with one existing employer per week
- Communicates regularly with clients and employment staff
- Advocates on behalf of CMAA clients
- Identifies needs for core and intensive services
- Identifies new ways to streamline the department and services
- Helps with the creation of department marketing materials and updating the department's website
- Promotes department's services via social media
- Other duties as required



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QUALIFICATIONS:

- Bachelor's Degree
- Customer relations experience and human relations skills preferred
- Valid driver's license, car insurance and access to a car
- Knowledge of Uptown neighborhood and/or immigrant and refugee communities preferred
- Experience working with low-income individuals or diverse populations preferred
- Excellent oral and written communications skills

KNOWLEDGE, SKILLS AND ABILITIES:

- Self-starter who is highly motivated and who is able to work without close supervision
- Attention to detail
- Ability to exercise good judgment and handle sensitive matters as needed
- Ability to handle confidential information with great care
- Ability to read, analyze and understand complex information
- Knowledge of customer service practices
- Ability to plan, organize and prioritize projects
- Possess organizational and problem solving skills while being able to think strategically to reach department goals
- Ability to respond to inquiries and complaints in a timely manner
- Honest and dependable professional who can represent CMAA outside the office
- Awareness or willingness to learn employment laws and regulations
- Experienced with programs such as Microsoft Office and be willing to learn & utilize new programs and database tools
- Familiar with graphic design and website maintenance preferred but not necessary
- Bilingual in English as well as in Mandarin or Vietnamese candidate preferred but not necessary
- Culture Competence

Interested candidates for the position of Employment Coordinator should submit by the end of the business day on **Monday, June 15, 2015** his/her resume, cover letter, past two supervisors' names & their supervisors' contact information, and two references & their references' contact information to Michelle Lura White, Business Development Manager at michellew@chinesemutualaid.org.

Chinese Mutual Aid Association (CMAA) is an Equal Opportunity Employer.