



Stanley M. Isaacs Neighborhood Center

415 E 93rd St, New York, NY 10128

Position: Coordinator of Sector Training: Hospitality and Food Service
Reports to: Manager of Career Development
Location: Upper East Side of Manhattan and East Harlem

Organization Overview

The Stanley M. Isaacs Neighborhood Center (Isaacs Center) is a non-profit, multi-service organization focusing primarily on the needs of children and low-income families, out-of-school and out-of-work youth, and aging New Yorkers. We operate at community centers located in the neighborhoods of East Harlem and Yorkville, and seek to deliver programs that are impactful, innovative, and intergenerational.

Position Summary

The Isaacs Center is seeking a highly motivated candidate to serve as the Coordinator of Sector Training: *Hospitality and Food Service* within the Education and Workforce Development division. The Coordinator is responsible for helping young adults (ages 17-24) to secure and excel in internship, apprenticeship, and employment placements within the *hospitality and food service*, and to obtain the education and training credentials required to grow within this sector. As a result of their engagement, participants will boost their hourly wage earnings, and will have begun their march up a stable and sustainable career ladder.

Duties and Responsibilities

- Recruits new and returning participants for *hospitality and food service* focused sectoral training
- Facilitates sectoral training and/or recruits, observes, guides, and evaluates training providers
- Builds and maintains on-going relationships with a variety of business and industry professionals, as well as, admissions and support personnel at institutions for training and post-secondary education, to secure sector focused placements and opportunities for participants
- Aligns curriculum development, training models, and placement opportunities with employer/education partner needs and interests
- Engages participants in on-going discussions about their career goals and help them navigate opportunities internally and externally that support their career growth
- Supports retention by engaging with participants and employer/education partners using multiple formats, mediums, and methods
- Facilitates activities, workshops, and events related to the customer service (or pre-sector) job training
- Works with multidisciplinary Education and Workforce Development to create and promote advancement of participants along their career pathway
- Document placement outcomes and milestones in the agency database and use data to inform practices
- Attend external meetings, conferences, workshops, and other networking opportunities to promote agency visibility.
- Attend, provide regular progress reports, make positive contributions to, and actively participate in program and department meetings



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Qualifications and Experience

- Bachelor's Degree in relevant field. Master's preferred.
- Prior experience leading workforce development programs with an emphasis on development, implementation, and evaluation. *Knowledge of hospitality and food service sectors required*
- Strong background in data collection, analysis, and management.
- Excellent interpersonal, verbal and written communication, networking, negotiation (conflict management and resolution), and presentation skills.
- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion
- Bilingual and bicultural skills desirable, but not required
- Ability to work some flexible hours (e.g., evenings and weekends)

The Stanley M. Isaacs Neighborhood Center is an equal opportunity employer and considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.