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**MASSHIRE MERRIMACK VALLEY WORKFORCE BOARD
POSITION VACANCY NOTICE
(OPEN TO INTERNAL AND EXTERNAL APPLICANTS)**

POSITION TITLE: Customer Outreach and Employer Engagement Specialist
REPORTS TO: MMVWB Executive Director
JOB GRADE: 3 (35 Hours per Week)
HIRING RANGE: \$50k - \$60k

BENEFITS: We offer an excellent work-life balance with generous time off and benefits:

- * A friendly, team-oriented environment
- * Hybrid & flexible work schedule
- * Modern office setting
- * Vacation, sick, holiday, and personal time
- * Health, dental and retirement benefits
- * Agency issued equipment
- * Tuition assistance
- * Work-related expenses

POSITION SUMMARY

To strengthen our team, the Customer Outreach and Employer Engagement Specialist will serve as a critical bridge, connecting the MassHire Merrimack Valley Workforce Board (MMVWB) with employers, training providers, schools, community organizations, and customers. The Customer Outreach and Employer Engagement Specialist will connect potential clients to our workforce development programs to help them move beyond entry-level positions and secure employment aligned with their career goals. Will you be part of this exciting and dynamic team and mission?

PRIMARY DUTIES & RESPONSIBILITIES (Full Job Description Available Upon Request)

- Customer outreach, including but limited to, attending community outreach events.
- Employer engagement and recruitment.
- Program support, including developing effective marketing strategies; promoting and advertising all MMVWB programs and maintaining an active presence across our social media platforms.

QUALIFICATIONS

The ideal candidate will possess a degree in human services, marketing, or a related field, along with two or more years of relevant work experience. Alternatively, a combination of education and experience may be considered. Additionally, the candidate must have a strong knowledge of the Merrimack Valley and surrounding communities, as well as the targeted population served by the MMVWB. Excellent communication skills, both verbal and written, are required. The candidate should also have experience in public speaking and facilitating presentations. Proficiency with Microsoft Office, Google applications, and Canva is preferred, as is experience developing multimedia presentations and marketing products. Superior customer service skills and the ability to work evenings and weekends are essential. A valid driver's license and the ability to pass a favorable Criminal History Background Check (CORI) are mandatory. Bilingual proficiency in English and Spanish is preferred.

POSTING DATE: July 3, 2024
APPLICATION DEADLINE: Until Filled
PLEASE SUBMIT COVER LETTER & RESUME TO: Lynda Buote, Office Manager
MassHire Merrimack Valley Workforce Board
jobs@masshiremvwb.org

EQUAL EMPLOYMENT OPPORTUNITY