



**Career Services Specialist  
KindWork Customer Experience Fellowship**

**Employee Type:** Part Time  
**Position:** 21 hrs/week

**Title:** Career Services Specialist, KindWork  
**Status:** Non-Exempt

Brooklyn Workforce Innovations (BWI, [www.bwiny.org](http://www.bwiny.org)) is one of New York City's most prominent and impactful workforce development non-profit organizations. BWI is Brooklyn-based but works to change the lives of more than 900 low-income jobless New Yorkers from throughout the five boroughs each year by offering them the skills training and support they need to launch lasting careers. We seek to develop programs that counter prevailing market inequalities, especially those based on race and gender, and contribute to a broader movement for economic justice. BWI was launched in 2000 and today helps New Yorkers start careers in several thriving industries: commercial driving; telecommunications cable installation; TV and film production and post production; and skilled woodworking, assembly, and fabrication. To complement sector-based skills trainings, BWI also develops customized training opportunities in partnership with local employers and other community-based organizations. Recently BWI welcomed the KindWork Customer Experience Fellowship as its newest program through a strategic merger.

**KindWork Customer Experience Fellowship Overview**

Our mission is to help talented young adults from overlooked communities transform their economic outlook and launch new careers in the innovation economy. We provide in-depth career skills training and a path to otherwise inaccessible careers at tech-enabled companies for low-income, unemployed, and underemployed young adults.

Our comprehensive Customer Experience Fellowship includes: (1) full-time six-weeks of training that prepares low-income young adults experiencing barriers to employment for roles in Customer Experience, Customer Support, and Customer Success at tech-enabled companies (2) personalized job placement services via our network of employer partners and a supported job search process (3) one year of post-placement career coaching and education programming.

**Responsibilities:** As a Career Services Specialist/Career Coach, you will join a dedicated team passionate about helping young individuals embark on meaningful careers in the tech sector. Your primary responsibility will be to assist trainees and recent graduates during their job search and early job onboarding phase. You will help them with career and interview preparedness, as well as guide them through challenges they may face in finding employment. Additionally, you will support re-placement activities for graduates and provide professional development opportunities as needed.

## **Specific Duties:**

### **Coaching & Job Placement (Primary)**

- Manage a roster of active job seekers in the post-training phase under the guidance of the Program Director
- Maintain regular communication and track progress, ensuring each graduate successfully secures a tech-based role promptly
- Become proficient in addressing common employment barriers, including housing, health, and childcare challenges, and others
- Collaborate with the Program Director to enhance career readiness programming and support job seekers and alumni
- Attend weekly Case Management meetings, document, and report on job seekers' progress
- Assist with re-placement for graduates experiencing employment interruptions
- Develop and deliver professional development content to the alumni community to promote career advancement and long-term retention
- Gain expertise in customer-oriented roles within the tech industry and master strategies for supporting interview readiness for tech sector hiring processes

### **Training (Primary):**

- Support the intake process, including conducting intake interviews and barriers assessment and connecting trainees to resources for successful training completion and job placement
- Deliver selected career readiness content to the full class as assigned

### **Other (Secondary):**

- Assist with recruitment activities as requested by the Program Director, such as conducting final interviews
- Support Program Director in assessing and liaising with community partners, community services team, and other stakeholders to identify and deploy supportive resources to trainees and graduates
- Assist the Industry Consultant in maintaining employer partnerships as needed
- Perform other duties as assigned

### **Qualifications:**

- 2-3+ years of experience in workforce development, young adult education, career development, corporate L&D, social work, or human services professional settings
- Experience coaching, guiding, and/or counseling individuals and groups in a professional setting
- Excellent verbal and written communication skills
- Strong digital skills including familiarity with Google Suite, Slack, and Zoom
- Strong time management and multitasking abilities; able to adapt, think quickly, and perform effectively under time constraints
- Enthusiasm and respect for working with low-income young adult job seekers



- Scheduling flexibility, including the ability to check email and Slack regularly and provide prompt follow-up on time-sensitive requests outside of a set work schedule when necessary to support job seekers in a timely manner
- Bonus points for knowledge of the tech industry and customer-oriented positions in tech
- Graduate students or recent graduates of a professional program with a background in social work or human services are welcome to apply, social work license is not required

Compensation & Benefits: \$35-\$40 per hour based on experience.

BWI maintains an inclusive and fun office culture, welcomes casual attire, and offers reasonable flexibility in work schedules. Eligible for up to two days of remote work per week, with supervisor approval. Workplace Health/Safety policy states that **all new hires are required to be fully vaccinated against the COVID-19 virus.**

To Apply: Email a short cover letter, resume, and salary expectations to Shani Watler, Program Director [swatler@bwiny.org](mailto:swatler@bwiny.org) and Kate Doyle, KindWork Managing Director at [kdoyle@bwiny.org](mailto:kdoyle@bwiny.org). Only applications with a cover letter, resume and salary request will be considered. No phone calls, please.