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***Client Engagement Coordinator***

**Champlain Valley Office of Economic Opportunity, Burlington, VT**

This AmeriCorps position will serve as part of CEDO’s EACH Youth AmeriCorps program. Our members will receive training and provide direct service to support the program goals to expand culturally appropriate youth programming and family supports to close opportunity gaps, support school engagement for youth graduating ready for career or further education, and keep youth safe, on track, and given access to opportunity. Our members will provide innovative responses to pressing community problems with city departments, state agencies, education institutions and nonprofit organizations in Burlington, Winooski, and surrounding areas of Chittenden County. At the end of the program year AmeriCorps members will be responsible for improved academic engagement and increased community connections for access to employment, internships, training and education for youth.

CVOEO addresses fundamental issues of economic, social, and racial justice and works with people to achieve economic independence.

The Financial Futures Program (FFP) offers coaching and training in personal financial management and goal setting and asset building. The Client Engagement Coordinator will help us to conduct in depth assessment of participant needs, establish and maintain positive client relationships, and inform future program design that is responsive to client needs through follow up and collection of quality data. As a result, client retention rates will be higher, and we will be able to better address the needs of financially vulnerable families in the short term.

**Key Responsibilities:**

* Develop positive client relationship- meet with new clients to clarify needs, determine resource referral, and identify how to get them started with the program
* Outreach to communities- advertising and providing information through meetings and presentations to make connection with target groups (including New Americans, Veterans, and individuals with disabilities)
* Partner engagement- Ongoing contact with partners to inform them of services available to target groups, and to increase referrals
* Registration of participants and entry into database for program monitoring
* Client follow-up contact to increase client retention

**Secondary Responsibilities :**

* Manage social media for annual events (i.e., Financial Capability month, Financial Wellness Day for New Americans, etc.)
* Support class organization and scheduling of workshops (including booking of interpreters)
* Provide occasional workshops to community partners as requested (once trained)

**Skills and Qualifications:**

* Strong preference given to applicants fluent in a native language shared by our refugee/immigrant community.
* Excellent verbal and written communication skills required
* Strong computer skills; experience with databases, spreadsheets and Microsoft Office desired
* Ability to interact pleasantly and effectively with the public and staff and interest in working with diverse socio-economic groups
* Very good organizational skills, with attention to detail
* A committed team player with a willingness to take initiative
* Strong planning and organizational skills
* Excellent analytical and problem solving skills

**Minimum Qualifications:**

* US citizen or have permanent resident status
* At least 18 years of age upon entering the Pre-Service Orientation (no upper age limit), or 17 years of age with written parental permission;
* High school graduate or have a GED certificate, or be willing to work towards GED as part of service-year successful completion requirement.
* Has not been convicted of murder or required to be on a sex offender registry, and is willing to undergo a National Service Criminal History Check
* Commitment to the goals of the CEDO’s EACH Youth AmeriCorps program
* Capacity and willingness to learn quickly in a fast paced environment is important
* Strong interest in and commitment to the general mission of the agency
* Ability to uphold agency safety standards

**Additional Information:**

Service is to be performed primarily in an office setting, with some off-site events and partner and prospective client outreach. Office hours will be M-F.

Positions begin September, 2017 and end August 17th, 2018.

This position is: (check one)

X **Full Time position** requires 1,700 hours (average 40 hours per week) for one year. Member benefits include a living allowance of $14,000 (pre-tax), and an education award of $5,775 (pre-tax) upon successful completion of service. Other benefits include health insurance, federal school loan forbearance, and substantial training opportunities.

**\_\_Half Time position** requires 900 hours (average 20 hours per week) for one year. Member benefits include a living allowance of $7,406 (pre-tax), and an education award of $2,888 (pre-tax) upon successful completion of service. Other benefits include federal school loan forbearance, and substantial training opportunities.

This position (check one)

\_X does

\_\_does not

have recurring access to vulnerable populations (youth, persons over 60, individuals with disabilities).

**To Apply**: Send a resume, cover letter and two (2) references to CEDO’s EACH Youth AmeriCorps Program [americorps@burlingtonvt.gov](mailto:americorps@burlingtonvt.gov) **Please send as one PDF document with email subject line listing the position title.**

Application deadline for member: July 28, 2017

Additional information on AmeriCorps is available at [*www.americorps.org*](http://www.americorps.org) *.*

**The Community and Economic Development Office of The City of Burlington sponsors this position through the AmeriCorps program and will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact 802-865-7516.**