



JOB DESCRIPTION

Job Title: Workforce Development Specialist	Department: Workforce
Reports to: Director of Workforce	Job status: Exempt

JOB SUMMARY

The Workforce Development Specialist has an employer relations focus and works directly with the members of the Workforce team to assess the needs of HopeWorks clients and graduates and design a pathway to employment for each client sector of HopeWorks. The Workforce Development Specialist will work to bridge the gap between HopeWorks job seekers and employers through connecting clients with training programs and resources and making in-person calls to local employers, building relationships with employers and meeting KPI's related to job placement goals.

Focusing on employer partnerships and Business-to-Business networking and account management, the Workforce Development Specialist will work to build strong ties with local business by selling local businesses on the value of hiring HopeWorks clients and graduates.

The Workforce Development Specialist's primary goal is to build and grow business partnerships to create job and training pipelines for HopeWorks program participants and graduates.

The Workforce Development Specialist is responsible for establishing a relationship with and advocating for clients served across all HopeWorks programs. The Specialist should participate in staff meetings and other relevant meetings associated with client care as well as community meetings that provide an avenue to make employer contacts. The Workforce Development Specialist will develop a Retention plan for follow-up services to employers who hire HopeWorks clients. The Specialist should be process-oriented, detail-focused, timely and ambitious for the success of clients creating a broad plan for client pathways to employment that includes employer sponsored training, apprenticeships and internships.

The Workforce Specialist should model HopeWorks values and ethics central to the HopeWorks mission of "Hope in Christ". To be effective in this position, one must be caring, empathetic, conscientious, confidential, culturally-sensitive, and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Build Partnerships

- Make in-person calls to local business leaders identified by the Director of Workforce as potential new employer partners, to pitch the HopeWorks Workforce program.
- Follow-up on leads and established partners provided by the Workforce Director in-person and via phone calls to maintain the employment pathway partnership for the HopeWorks Workforce program.
- Meet KPI's for number of businesses contacted.

- Create employer connections for the most needed jobs in Shelby County to HopeWorks Clients and affirm a training avenue to ensure HopeWorks clients are ready for those jobs.
- Vocational Site Tours: Visit local job sites to understand the working environment before sending clients to interview.
- Document Business partners, number of HopeWorks clients sent for interview, and number placed/matched with the employer.
- Assess the business needs of local hiring managers to learn their staffing challenges and skill gaps. Share data collected with workforce team to direct accurate matches of HopeWorks clients to appropriate open positions.
- Coordinate and attend employer events such as, job fairs, hiring days, employer panels, community events, etc.
- Assists individuals from disadvantaged backgrounds with employment and/or educational opportunities.
- Participate and support job development, marketing and coordination of Career and Recruitment services such as online job listing services, career fairs, resume referrals and special career events for all HopeWorks departments, service organizations and others to provide needed support services.
- Match client skill set with employers who are hiring for that skill set.

Documentation, Reporting and Professional Standards

- Maintain all required documentation for assigned caseload following professional standards as outlined by rules and regulations governing the profession.
- Maintain client records in Apricot and report to the Director of Workforce.
- Maintain up-to-date records in the Apricot database regarding interactions with clients, developing data needed to report each stage of a client's pathway to employment.
- Develop a two-fold Employer Retention Plan for maintaining (1) feedback and retention of clients hired by the Employer, and (2) Periodic reconnect with all potential employers in the database and report results to the Director of Workforce on a weekly basis.
- Produce relevant documentation, correspondence and statistical information as needed to share with the Director of Workforce.
- Commit to personal professional development and high standards. Participate in educational activity through reading of relevant information, participation in classes, webinars and seminars related to maintaining up-to-date industry standards for professional growth.
- Report and maintain job placement retention data in Apricot for placed clients and report to the Director of Workforce.
- Create daily reports to the Director of Workforce for employer contacts, available job opportunities, client follow-up and outcomes.
- Other duties as requested.

EDUCATION & RELATED WORK EXPERIENCE

Education Level:

Required:
Bachelor's degree in Sales and Marketing.

Years of Related Work Experience:

Preferred:

- One (1) year Outside Sales experience with demonstrated success

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
A strong command of computer skills (Outlook, MS Word, Excel and PowerPoint, QuickBooks) is required. Familiarity with basic accounting principles.	X	
Demonstrated success in Outside Sales		X
Strong organizational and time management skills.	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, community volunteers, community partners, donors, etc.	X	
Time Management and Demonstrated ability to meet deadlines	X	
Strong written and verbal communication skills	X	
Demonstrated ability to work under pressure; ability to exercise judgement regarding matters of significance.	X	
Must be able to answer to multiple demands from multiple directions simultaneously without expressing frustration.	X	
Deal with confidential information on a daily basis and must respect the nature of the data.	X	
Must demonstrate the positive attributes of a team member.	X	
Must possess a core focus for helping others through initiative, innovation and collaboration.	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
Specific workplace conditions and/or physical abilities that are related to and/or required by this job
Must be able to walk, stand, and/or sit for long periods of time Must be able to carry up to 30lbs. (participant files) Must possess a valid driver's license and car insurance Must be drug free and have the ability to pass a drug screen. Must be able to work within correctional facilities Must be able to work in all weather conditions (will be required to travel throughout the city). Ability to travel within Memphis and Shelby County communities.

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

ACKNOWLEDGEMENTS	
Creation Date: 8-21-2026	Revision Date:
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date:
Human Resources:	
Signature:	Date: