



Job Description

YEP Works Customer Service Instructor

Organizational Summary

The Youth Empowerment Project (YEP) is a community-based, 501(c) 3 non-profit organization that provides an array of services to underserved youth in the Greater New Orleans region. YEP provides the highest quality services to all of our youth and their families.

YEP's Mission

The Youth Empowerment Project engages underserved young people through community-based education, mentoring and employment readiness programs to help them develop skills and strengthen ties to family and community.

YEP's Vision

YEP envisions a community where all people have access to the opportunities, skills, resources and relationships they need to actualize their potential.

The **YEP Works Customer Service Instructor** must share YEP's **Core Values of:**

RESPECT YEP believes all people have value and should be treated with dignity.

INTEGRITY YEP is honest and sincere.

PROGRESS YEP believes in ongoing learning and innovation.

KINDNESS YEP is caring and generous.

ACCOUNTABILITY YEP is responsible to its participants, families, community, donors and other stakeholders.

Position Summary

The **YEP Works Customer Service Instructor (CSI)** is responsible for providing caring, quality, and innovative service delivery through social emotional learning to young people enrolled in YEP Works (YW) programming. The CSI helps prepare young people for the real world by focusing on customer service skills and social emotional learning core competencies through instruction and work based projects. The CSI works closely with the YEP Works program staff members to provide a supportive learning environment to YEP Works participants. The CSI reports directly to the YEP Works Program Manager and ultimately to the Chief Operating Officer.

Position Responsibilities

The CSI provides classroom based (and virtual as necessary) Customer Service training, as well as SEL core competency instruction to young people as they progress through the curriculum (including internships at YEP's stores and externships when applicable). The CSI works closely with the Transition Specialist, the managers of Bike Works and Thrift Works, the Youth Advocate(s) and the YW Program Manager to identify the most appropriate next steps for young people (employment, continuing education, etc.). The CSI is expected to be a team player, flexible, organized, and a proficient communicator. The CSI is responsible for timely data entry and management through YEP's Efforts (ETO) to Outcomes software system. The CSI

must be willing and able to form and maintain strong relationships with community partners and schools.

Although the following list is not exhaustive, the **YEP Works Customer Service Instructor's** responsibilities include:

- Deliver Customer Service and SEL training to YEP Works participants.
- Regularly review and improve the Customer Service and SEL curricula to meet the needs of YW participants.
- Develop healthy mentoring relationships with young people.
- Work with the YW staff to identify and promote young people's strengths to support them in transitioning to employment, secondary education completion, postsecondary opportunities, and advanced training.
- Model pro-social behavior for young people.
- Provide transportation to youth clients (as required and with precautions) to and from appointments and activities if needed (though not a primary responsibility).
- Regularly review young people's progress (with staff and young people) toward meeting their goals
- Attend all mandated professional development trainings and staff meetings.
- Complete required paperwork and data accurately and in a timely manner.
- Collaborate and share information with the YW staff to best meet the needs of the young people.
- Assist with the general operation and success of YEP Works programming and its businesses as needed.
- Interact positively with external community members, funders, board members, etc.
- Administer and record assessments for young people.
- Support the retention and promotion of students placed into employment, advanced training, and continuing education opportunities.
- Other responsibilities deemed necessary by the YW Program Manager or COO.

Training

The **YEP Works Customer Service Instructor** will receive ongoing job training and work closely with the YW Program Manager to gain a thorough understanding of the assets and need areas of YEP Works as well as operational procedures. The **YEP Works Customer Service Instructor** will be provided professional development and leadership training as necessary. The CSI will work with the Program Manager to identify additional training required to increase knowledge, skills, and ability to perform at a high level.

Qualifications

- Instructional/teaching experience
- Familiarity with Social Emotional Learning
- Customer Service experience strongly preferred
- Experience working with youth or young adults
- Deep commitment to supporting and working with young people
- Commitment to YEP's mission and core values
- Excellent interpersonal skills and the ability to develop positive relationships with a wide range of stakeholders (including young people, families, employers, board members, donors, and funders)
- Ability to work "hands-on" and deliver technical skills instruction to groups of young people

- Willing to work nontraditional hours, including evenings and weekends
- Flexible, dependable and have an excellent work ethic
- Ability to manage time effectively and work autonomously
- Able to adjust to changing roles and responsibilities as the program expands/adjusts to the landscape
- Positive attitude
- Team player
- Familiarity with New Orleans schools and youth serving agencies/employment agencies
- Computer literate (good typing skills and proficient with Microsoft office)
- Must possess a valid Louisiana driver's license
- Be at least 21 years of age

Salary and Compensation

Compensation is highly competitive and commensurate depending on experience, plus excellent benefit package. The position is full-time.

As an equal opportunity employer, the Youth Empowerment Project (YEP) believes every employee has the right to work in an environment free from unlawful discrimination. YEP prohibits discrimination against any employee or job applicant on the basis of race, color, religious affiliation, gender, age, national origin, disability, marital status, sexual orientation, or military/veteran status in any of its activities or operations.

To be considered for this position please email your resume and cover letter to jobs@youthempowermentproject.org. NO PHONE CALLS, please.