



Position: Community Outreach Specialist (Spanish Speaking) – QARI Funded
Location: Lowell, MA (Merrimack Valley)

Position Overview: Reporting to the Executive Director, the Community Outreach Specialist will play a critical role in this joint partnership between CMAA and QARI by leveraging and maximizing both organizations networks and resources to provide more access and impactful services to the growing immigrant populations in the U.S. The Specialist is responsible for conducting outreach services to educate and promote QARI's services, programs and initiatives to the immigrant community in the greater Lowell and the Merrimack Valley areas. This will also include client recruitment to QARI programs providing navigation and inquiry support to various QARI centers and partner sites in the Greater Lowell, the Merrimack Valley, and the Greater Boston areas. This role will station at CMAA, Cambodian Mutual Assistance Association, in Lowell, MA.

The scope of this position may vary and focus on building community relationships and driving QARI services in different areas or in specific QARI partner programs related to healthcare, higher education, or workforce development.

Responsibilities:

Higher Education Outreach Services

- Develop a local marketing and student recruitment outreach plan for QARI's higher education partner to increase local and immigrant students' enrollment in the greater Lowell and the Merrimack Valley areas

Workforce Enterprise & Integrated Social Services

- Support QARI's Workforce Enterprise partners to identify their workforce needs Brooks Brothers in Haverhill, MA and other QARI Workforce Enterprise partners
- Identify and recruit qualified candidates for QARI's partners' workforce programs
- Host local job fairs to recruit positions for QARI's partners' programs
- Enter all daily inquiries and communication with clients into QARI Salesforce
- Provide onsite integrated social and adult education services to QARI's partners immigrant employees
- Identify immigrant employees' social services needs and provide solutions in leveraging QARI affiliated partners in healthcare, finance, higher education, and legal for resources and expertise
- Act as a liaison between immigrant employees and QARI partnered employers to provide timely intervention and follow up to increase retention and productivity
- Civic Engagement & Citizenship Workshop - help newcomers to understand and navigate the naturalization process

QARI Online ESOL

- Help identify clients who might not be eligible to the Fred Abisi Adult Education Center in Lowell due to personal and work schedule to enroll to QARI online ESOL program.

Qualifications:

- Bachelor's degree in related degree is preferred, along with 1-2 years of related community outreach coordination work experience
- Experience with and/or demonstrated commitment to the immigrant community
- Possess a valid driving license and access to a car
- Demonstrated experience in building and maintaining community relationships with clients, community organizations, business, etc.
- Must be fluent in English and Spanish (written and oral)
- Working knowledge of MS Office
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks with excellent attention to detail
- Excellent verbal and written communication skills
- Experience and interest in internal and external communications and partnership development

- Must be well organized, detail oriented with excellence in multitasking
- Working knowledge of nonprofit resource development, community organizing, and neighborhood planning
- Personal qualities of integrity, credibility, and a commitment to and passion for CMAA and QARI's mission

Work Environment:

- General office environment in which work may be performed in a sitting position working on a computer and utilizing a telephone during the work shift.
- Occasionally (60%) may be required to perform work onsite in the local community and/or travel to other communities in the greater Lowell and the Merrimack Valley area to support QARI partners as well as attend QARI sponsored events which may also be in the evening and/or on weekends.
- Occasionally, may solely lift and safely move material of up to approximately 10 lbs. during the work shift.
- Required to maintain a current and valid driver's license with an acceptable driving record.

Compensation: Full-Time salary (w/ health & dental) commensurate with experience.

Starting Date: Immediate

Procedure for Applying: Qualified candidates should e-mail current resume, together with a cover letter indicating interest in the position to Sovanna Pouv, Executive Director at spouv@cmaalowell.org. Applications will be reviewed on a rolling basis.

CMAA is an equal opportunity employer.

Disclaimer:

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position. Other duties may be assigned. CMAA reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances changes (e.g., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the organization has a similar right.

Employee's Signature: _____ **Date:** _____