



Capital Area Workforce Development (CAWD) provides workforce development solutions to help all businesses with talent needs. Wake County hotels, and the hospitality industry, are facing a massive worker shortage and unfortunately, data shows that over the next 5 years, the problem is not likely to improve to pre-covid levels. Not having enough workers has many reducing services and occupation rates which in turn leads to lost revenue. We know that the industry is increasing wages with less revenue but hiring is not keeping up with separations.

To support the hotel industry in Wake County, CAWD is initiating a support solution geared to help hotels with the following: 1) recruit candidates, 2) prepare current workers for new roles, and 3) mitigate hiring and training costs. It puts job seekers and working individuals on a path that leads to upward mobility and provides the resources necessary to do so.

CAWD is looking for **an experienced part-time Program Coordinator**. The program coordinator is responsible for the daily operations and decision-making that support the CAWD Hospitality initiative. This individual plans and coordinates outreach activities and events supporting this program and undertakes a variety of program management tasks, including keeping the project on schedule, within budget, and functioning smoothly.

This individual will become knowledgeable about the various elements of the program and will be able to convey this information effectively to the appropriate partners including employers and job seekers. This individual will help in planning and organizing programs and outreach activities as well as carry out important operational duties.

Even though this position has distinct responsibilities, **the position will function as a member of a small team responsible for the success of the project. Scheduling is flexible though attendance at certain meetings or special events is required.**

This position is grant funded through December 2024.

Responsibilities

- Support planning and coordination of the Hospitality initiative and its outreach activities
- Provide outreach to employers to increase awareness and engagement of this initiative
- Provide coordination between employers and NCWorks Career Center for On-the-Job Training opportunities
- Schedule and organize meetings/events and maintain agenda
- Keep updated records and create reports
- Maintain budget and track expenditures/transactions

Requirements and skills

- Proven experience as a program coordinator or relevant position
- Tech savvy, proficient in MS Office



- Ability to work with diverse populations and business leaders at all levels
 - Excellent time-management and organizational skills
 - Outstanding verbal and written communication skills
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- Close attention to detail and the ability to plan ahead and adapt to changes.
 - Interpersonal skills, including excellent written and verbal communication.
 - Ensure project deadlines are met.
 - Prepare presentation materials for meetings.

Preferred Skills

- Business Services experience
- Hotel/Hospitality experience

To apply, email your resume and cover letter to barbara.brothers@wakegov.com

Equal Opportunity Employer/Program