



National Coalition of 100 Black Women, Inc.

San Francisco Chapter

TAX I.D. 20-1573025

415 665-2524 www.ncbwsf.org

210 Post Street, Suite 714

San Francisco California 94108

DREAM KEEPER INITIATIVE JOB DESCRIPTION

Job Description

The entry level Hospitality & Customer Service Brand Ambassador position is a customer service training position that will result in the candidate being equipped to receive an entry level position in the hospitality and/or retail industries.

Job Purpose:

To equip applicants to fulfill the role of entry level hospitality, retail, non-profit, or small business positions with the outcome of receiving a trial paid position for up to three months to result in fulltime employment.

Duties:

- Candidates will train virtually or at NCBW SF offices or partner offices.
- Responsible for providing support to business operations such as front-end operations in hospitality and social services organizations i.e., hotels, non-profits, recreation centers small businesses; Provides administrative support to business operations by performing processing tasks such as answering the phone, greeting guests, conducting recreational programs, data entry or similar activities
- The work undertaken by the trainee is completed in line with the agreement to train with the purpose of being assigned to a NCBW SF partner relevant for the partner's needs including but not limited to turnaround times and quality; trainee must work at the pace and accurately as the partner needs. The trainee will be assigned at the completion of NCBW SF training or may have early opportunity for on-site training where they will be paid their NCBW SF Stipend

- Utilizes resources for training purposes, some communication with NCBW SF partners may be required with understanding that those communications should be shared with NCBW SF
- Maintains compliance in keeping a secure workspace both onsite and at home offices
- Position may require use of various computer programs; ideal participant can monitor and manage multiple windows and monitors simultaneously
- Other tasks as assigned

Role Information:

- Candidates must make an assessment about their desire to work which will call for change
- As various workshops will be done with different instructors the candidates must be able to adapt
- The candidates must evaluate their own hearts and minds as to whether they want to learn or change to determine whether they want to invest their time
- If there is no “want to” candidates should choose to deselect from the Doris Ward Workforce Development Employment and Training Program

Requirements:

- Must be at least 21-59 years of age
- Should have some knowledge of computers
- Must be receptive to coaching as instructors may see needs for areas of improvement

Relevant skills:

- Have a customer service attitude to assist
- Have a results-oriented attitude to help beyond the basic requirements
- Attention to detail
- Ability to be a self-starter and work with a high level of autonomy as some training opportunities may be self-motivated virtual participation of assigned training modules