



POSITION: Senior Workforce Specialist (MMDC)

Organization Overview

Established in 2016, MMDC is a not-for-profit, community development organization committed to strengthening the communities between and around its anchor institutions – major healthcare and educational institutions – including ALSAC / St. Jude Children’s Research Hospital, Baptist Health Sciences University, Le Bonheur Children’s Hospital, Methodist Le Bonheur Healthcare, Regional One Health, Shelby County Health Department, Southern College of Optometry, Southwest Tennessee Community College and University of Tennessee Health Science Center. Together, these institutions have more than 25,000 employees, 8,000 students, collective spend of \$1.3 billion, and control more than 300 acres of real estate. The Memphis Medical District is also home to more than 10,000 residents. These institutions, along with local and national philanthropy, area corporations and collaborative community partners, support the work of MMDC to revitalize the Memphis Medical District, and make it a preferred destination to work, live, learn and visit.

MMDC Departments

MMDC’s approach is comprehensive and inclusive of residents, employees, students, and visitors to the district. In addition to connecting the dots across the major healthcare and educational institutions, MMDC also focuses on the following program portfolios:

1. **Clean and Safe Streets & Public Spaces** – Catalyzing connections between people and place through improvements to the public realm, including parks, streetscapes, sidewalks, plazas and enhanced mobility options. District Ambassador program; Coordination of safety efforts, hospitality assistance and environmental and cleanliness improvements.
2. **Development** – Fundraising, grant writing and management, and donor/partner cultivation and recognition.
3. **Economic Development** – Supporting and connecting the diverse neighborhoods in the District through growing and attracting small, minority and women-owned businesses, as well as supporting existing businesses through programs like Buy Local.
4. **Marketing and Communications** – Promoting organization’s mission, values and impact to various stakeholders through creatively telling the District’s and organization’s story.
5. **Real Estate** – Cultivating a rich environment for appropriate development through coordinated planning and investment, with a focus on creating mixed-use, mixed income places.
6. **Workforce Strategies** – Through Hire Local, connecting neighborhood residents to training, education, and employment opportunities where there is a clear career pathway, a livable wage and a growing career field.

Title	Senior Workforce Specialist
Reports To	Senior Director of Workforce Strategies
Summary	<p>We are seeking a dynamic and strategic Senior Workforce Specialist to join our team at MMDC, one of Memphis Business Journal's 2024 Best Places to Work.</p> <p>This role is critical in ensuring the seamless planning, implementation, and evaluation of training initiatives. The ideal candidate should have a strong understanding of training principles, exceptional organizational skills, and a passion for developing employees' skills and knowledge.</p>
Education and Experience	<ul style="list-style-type: none"> • Bachelor's degree in a related field or equivalent experience. • Proven experience in training coordination or a related role. • Strong organizational and project management skills. • Excellent communication and presentation skills. • Empathy and the ability to motivate and support participants. • Proficiency in training tools and technology. • Ability to work collaboratively with a diverse range of stakeholders.
Starting Salary	\$50,000 - \$55,000 commensurate with experience.
Key Benefits	<ul style="list-style-type: none"> • Hybrid schedule • Generous benefit package • Parental leave • Professional development opportunities • 401(k) employer match • 20 Days per calendar year of paid leave • At least 10 office closing days for public holidays • Up to 10 remote work days while traveling • Phone reimbursement
Physical Requirements	<ul style="list-style-type: none"> • Tasks require the ability to exert light physical effort in sedentary to light work, including lifting, carrying, pushing, and/or pulling objects and materials of light weight (5-10 pounds). • Lifting/moving supplies • Tasks may involve extended periods at a keyboard or workstation.

Essential Duties and Responsibilities:

1. Training Program Planning:

- Collaborate with team, employer and community partners to identify training needs and objectives.
- Develop training plans and schedules based on the specific requirements of employers.
- Coordinate training logistics, including scheduling, venue booking, and equipment setup.
- Maintain the program annual program calendar that includes adult and youth programs, new hire workshops and outreach events.

- Oversee job shadowing events

2. Training Delivery:

- Collaborate with Director to define trainer qualifications and expertise needed for each class.
- Source, recruit and assess potential trainers, conducting interviews as needed.
- Assign trainers to specific courses or programs based on their expertise and availability.
- Schedule trainers for classes.
- Establish and maintain strong relationships with trainers.

3. Student Engagement:

- Track and document student attendance, progress including achievement of training goals.
- Communicate with participants to provide necessary information and instructions.
- Ensure students are prepared for job shadow/interview events.

4. Assessment and Feedback:

- Regularly assess trainer performance and effectiveness through participant feedback, evaluations and observations.
- Collect feedback from participants and stakeholders for continuous improvement.
- Address any issues or concerns raised by trainers or students in classes.

5. Reporting and Evaluation:

- Maintain accurate records of training attendance, materials, evaluations, and completion certificates.
- Run monthly reports (applications, enrollments, employment, support services) for team review; divide contact lists amongst the team for follow-up calls/emails.
- Collaborate with the team to review program data regularly explore new trends and make data-driven decisions to enhance programming.

6. Marketing

- Assist with social media content planning.
- Coordinate photography for events, classes, student success stories and general storytelling.

Submittal

If you are interested in applying, please upload your resume and cover letter [here](#) or <https://wkf.ms/49PTHYe>

Applications will be evaluated on a rolling basis so please submit as soon as possible. In your cover letter, let us know why you are interested in this type of work and specifically, how your past experiences in facilitating training programs make you an ideal candidate for our growing not-for-profit, community development organization.

NO PHONE CALLS. For more information: www.memphismedicaldistrict.org