



OPEN POSITION: Job Placement & Retention Specialist (Grant-Funded Position) at the Memphis Medical District Collaborative (MMDC)

Organization Overview

The Memphis Medical District Collaborative (MMDC) seeks a **Job Placement & Retention Specialist (Grant-Funded Position)** to join our growing team. 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 Sciences Center. Together, these institutions have more than 25,000 employees, 8,000 students, a 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 play.

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, our work is organized around six key areas of focus:

1. **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 the organization’s mission, values, and impact to various stakeholders through creatively telling the District’s and the 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	Job Placement & Retention Specialist
Reports To	Senior Workforce Specialist

Summary	We are seeking a Job Placement & Retention Specialist to join our team at MMDC, recognized as one of the Memphis Business Journal's Best Places to Work in 2024, 2025, & 2026. This full-time, grant-funded position is contingent upon renewal of the grant. The Specialist is responsible for moving employment-ready program participants from training completion into employment and monitoring their continued employment through required retention milestones. This role owns job matching, placement pipeline management, interview and hiring coordination, employer and participant follow-up, employment and income verification, retention monitoring, re-placement when needed, and accurate reporting of employment outcomes. The Specialist works closely with Success Coaches, Career Advancement staff, and employer partners to ensure participants move efficiently through the hiring process and that placement and retention goals are achieved.
Experience and Qualifications	Required • Bachelor's degree in workforce development, human resources, social work, education, business, or a related field preferred. • 2+ years of experience in workforce development, job placement, recruiting, career services, employer engagement, or a related field. • Demonstrated experience managing candidates or participants through a multi-step hiring or placement process and achieving measurable employment outcomes. • Experience working with individuals who may face barriers to employment and the ability to provide responsive, participant-centered service while maintaining accountability. • Strong organization, follow-through, and case-management skills, including the ability to manage a high-volume caseload, multiple hiring processes, and firm deadlines simultaneously. • Strong written and verbal communication skills and demonstrated ability to work effectively with participants, employers, and cross-functional partners. • Experience using a CRM, case-management system, applicant-tracking system, or similar database; proficiency with standard workplace technology. Knowledge of healthcare industry hiring practices and career pathways is preferred.
Salary Range	\$45,000 - \$55,000 commensurate with experience.
Key Benefits	• 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 workdays while traveling • Phone Reimbursement
Physical Requirements	• 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:

- **Placement Pipeline & Job Matching**
 - Build and maintain an active job pipeline for each training cohort and match qualified, employment-ready participants to suitable openings with employer partners.
 - Maintain an active placement plan for every employment-ready participant, including target employers, referrals, application status, interview activity, next steps, and barriers to placement.
 - Ensure qualified participants are connected to interviews and hiring opportunities promptly

- following training and certification.
 - Track each referred participant through application, interview, offer, start date, and required retention milestones.
 - Follow up with employers and participants after referrals and interviews, resolve delays, and escalate stalled hiring processes or placement risks promptly.
 - Proactively escalate participants who are not progressing toward employment and develop a documented next-step strategy rather than allowing participants to remain inactive in the placement pipeline.
 - Meet established monthly, quarterly, and annual placement and retention targets.
- **Hiring Coordination**
 - Coordinate hiring events and prepare candidate rosters, interview schedules, agendas, employer materials, and post-event follow-up plans.
 - Provide timely employment updates and employer feedback to Success Coaches and Career Advancement staff so participant preparation, hiring activity, and placement follow-up remain coordinated.
 - Collaborate with Success Coaches, enrollment staff, training partners, Career Advancement staff, and community partners to resolve barriers and maximize participant placement and retention outcomes.
 - Maintain current knowledge of hiring requirements, wages, schedules, credential requirements, and available opportunities among MMDC employer partners and communicate relevant information to participants and the workforce team.
- **Employer Account Support**
 - Maintain active relationships with assigned employer partners to understand current vacancies, hiring requirements, candidate status, and placement opportunities aligned with MMDC training pathways.
 - Maintain consistent feedback loops with assigned employer partners regarding vacancies, candidate referrals, interview status, hiring decisions, performance concerns, retention, and opportunities to improve participant preparation and programming.
 - Escalate employer needs, hiring trends, or opportunities for expanded partnership to workforce leadership and the staff member responsible for strategic employer engagement.
- **Retention Monitoring & Re-Placement**
 - Conduct structured 30-, 60-, and 90-day follow-up with placed participants and employers.
 - Identify attendance, transportation, childcare, scheduling, workplace performance, supervisory, or other issues that may threaten retention and promptly coordinate or escalate support to the appropriate team member.
 - Maintain ownership of the employment outcome by tracking whether identified retention risks are resolved and documenting participant employment status through required milestones.
 - Document identified retention risks, employer communications, referrals or escalations, and participant employment status in the client-management system.
 - Re-engage participants who lose employment and support timely re-placement when appropriate.
- **Employment Verification & Reporting**
 - Obtain and maintain required documentation verifying employment and participant income, including employer verification, pay documentation, wage rate, hours worked, start date, job title, and other documentation required by funders or MMDC.
 - Ensure placement and income-verification documentation is complete, accurate, and entered in the client-management system within established program timelines.
 - Maintain accurate and timely documentation of participant activity, employer contacts, referrals, interviews, offers, placements, wages, income, and retention outcomes in the client-management system.
 - Use placement and retention data to identify gaps, recommend program improvements, and take corrective action when outcomes are off track.
 - Monitor employer feedback and placement data to identify hiring trends, changing requirements, and emerging opportunities relevant to MMDC training pathways.

Additional Responsibilities:

- Performs other duties and special projects as assigned to support the mission, goals, and operational needs of the Memphis Medical District Collaborative (MMDC).

Work Authorization: Applicants must be legally authorized to work in the United States. MMDC does not provide employment visa sponsorship.

Submittal:

If you are interested in applying, please upload your resume and cover letter [here](#).

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

All applications must be submitted online. We respectfully request no phone calls or emails regarding this position. Only applicants selected for an interview will be contacted directly.

For more information, please visit: www.memphismedicaldistrict.org