SOAR

Remote Work Support Coordinator

Shaping Our Appalachian Region (SOAR) is hiring a full-time position to assist Code Kentucky graduates located in Eastern Kentucky to find full-time employment.

This position is made possible through funding from the Truist Foundation and partnership with KentuckianaWorks and Code Kentucky.

The successful candidate will play a critical role in proving the viability of high-skilled remote work in Eastern Kentucky. This is a cutting-edge position requiring close coordination with SOAR's Remote Work Employer Coordinator, which will be responsible for generating employer leads seeking to hire for available positions.

The goal of this position will be to connect Code Kentucky graduates to available jobs/employers sourced by the Remote Work Employer Coordinator.

This position will report to SOAR's Operations Manager and must be based in SOAR's service territory. Regular trips to SOAR HQ in Pikeville and occasional trips to KentuckianaWorks HQ in Louisville will be required.

Duties and Responsibilities

1. **Subject Matter Expert on Code Kentucky**
   - Become an expert on the Code Kentucky program and be able to articulate its methodology, its ideal student, and what types of job positions graduates are qualified to fill.
   - Spend time understanding general hiring trends in software development and other tech-adjacent fields.
   - Maintain an active database of Code Kentucky graduates seeking full-time employment.
     o Would be segmented based on job preferences and skillsets.
   - Attend required weekly meetings with the Code Kentucky team reporting on all interactions with Code Kentucky students and graduates.
   - Attend required weekly meetings with SOAR's Operations Manager and other members of its leadership team related to performance activity and metrics.

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2. **Process Formation & Improvement:**
   - Work with SOAR leadership and the SOAR Remote Work Employer Coordinator to build a formal process around employer outreach.
   - Assist in drafting template emails and generating call scripts.
   - Be the go-between between SOAR's Remote Work Employer Coordinator and Code Kentucky graduates seeking full-time employment.
   - Commit to improving internal processes and providing feedback to SOAR and Code Kentucky leadership.

3. **Data Collection:**
   - Commit to recording outcomes from all calls and emails with Code Kentucky graduates.
   - Use SOAR's tech stack (HubSpot, Outlook, LaunchPad, LinkedIn Sales Navigator, and Asana) to keep performance metrics updated and available on data dashboards.
   - Work with SOAR's Grant Program Manager and SOAR's Operations Manager to complete required reporting requirements related to relevant SOAR grants (Truist Foundation, Department of Labor, and others to be named).

4. **Networking and Community Engagement:**
   - Actively participate in regional and national remote work forums, conferences, and events to stay updated on industry trends and connect with potential remote employers.
   - Act as a liaison between local communities in Eastern Kentucky and remote employers.
   - Develop and maintain relationships with local organizations, educational institutions, and community leaders to promote awareness of remote job opportunities.

5. **Resource Development:**
   - Create and curate resources to help Code Kentucky students and graduates enhance their remote work skills (e.g., resume building, interview preparation, digital literacy).
   - Provide guidance on remote work best practices and support in navigating virtual job environments.

6. **Case Management**
   - Work with Code Kentucky staff to monitor student progress and success.
   - Provide supplemental support and attention when needed to increase retention.
   - Create planning and timeline documents for Code Kentucky students as they progress through training and approach the job search process.

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7. **Job Coaching**
   - Organize and conduct training sessions, workshops, and webinars to empower Code Kentucky graduates with the necessary skills for remote employment.
   - Provide tailored and individualized support to Code Kentucky students and graduates preparing them for the hiring process.

Expectations
- Good attention to detail and a positive attitude.
- High degree of emotional intelligence.
- Strong communication and interpersonal skills.
- Superb time management skills.
- Ability to work independently.
- Understanding this position requires a high degree of activity.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).

Culture and Core Values

SOAR's mission is simple: grow Eastern Kentucky's population.

Our team culture is anchored by putting the interests of Eastern Kentucky first in all that we do. We believe treating others the way we want to be treated is always within our control. Our core values include faith, selflessness, grit, integrity, and empathy. We do our best to exemplify these daily in our interactions with each other and with external partners.

Why SOAR?

The SOAR organization offers a chance to be part of a movement that's bigger than any one of us individually. Eastern Kentucky won't be solved by others. It's going to take us to come together to find the solutions. Through communications, collaborations, and convenings, SOAR is on the front lines helping to get the right people in the right rooms to ensure the future of Eastern Kentucky burns as bright as ever.

SOAR offers a competitive salary along with the following benefits:

- 100% paid individual health insurance
- SIMPLE IRA retirement plan
- Cell phone stipend
- Mileage reimbursement for work-related travel
- Laptop provided
- Competitive bonus structure

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Apply Now

Email a cover letter, resume, and salary history to **hr@soar-ky.org**.

SOAR is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.