



## RETAIL INDUSTRY WORKFORCE SOLUTIONS

**Workforce Snohomish, in collaboration with Snohomish County and Economic Alliance Snohomish County,** has been convening industry-focused employer roundtables to learn more about our region's workforce and economic growth challenges. **Retail Employers** met on September 27, 2016 and identified multiple issues that they are facing within their workforce.

The **Workforce community partners** listed below were convened on December 7, 2016 to help identify immediate solutions to the issues raised by the employers and **can help businesses connect to current job seekers, graduates, and programs.** Our goal is to proceed with convening both employers and partners to continue the conversations about addressing the workforce issues and identifying long-term solutions.

### **Workforce Issues Raised by the Retail Employers and Solutions Identified by the Workforce Community Partners**

#### **Retail Entry-Level and Mid-Level Job and Career Opportunity Outreach**

- **Edmonds Community College** offers a retail management certification program, which is tailored to train individuals that would like to make "retail" their life's career. If you are interested in more information or reaching out to graduates of this program please contact Ann Paulson at 425-640-1613 or [apaulson@edcc.edu](mailto:apaulson@edcc.edu) or Anne Penny at [apenny@email.edcc.edu](mailto:apenny@email.edcc.edu) or 425-640-1694.
- **Edmonds Community College** in partnership with **Western Association of Food Chains (WAFC)** have conducted a joint outreach to bring people into the retail pipeline. For more information, please contact Ann Paulson at 425-640-1613 or [apaulson@edcc.edu](mailto:apaulson@edcc.edu).
- **Edmonds Community College and Everett Community College** both have their own career and job centers that support businesses and students. For more information, please contact Anne Penny at [apenny@email.edcc.edu](mailto:apenny@email.edcc.edu) or 425-640-1694 or Jill Warton at [jwarton@everettcc.edu](mailto:jwarton@everettcc.edu).
- **Everett Community College** advisory boards with some non-aerospace manufacturing members and would be interested in having more partners. Also the school is interested in having more guest speakers, employers for job fairs, and hiring instructors from non-aerospace backgrounds. To be more involved, please contact Tiffany D Williams at [tidwilliams@everettcc.edu](mailto:tidwilliams@everettcc.edu).
- **Hopeworks / Housing Hope** operates a retail training internship out of the **Café Works & Renew Works** location. The program has participants that would likely be interested in post internship opportunities working in retail. If interested in outreaching with them please contact Rachel Clifton at 425-903-4913 or [Rachelclifton@housinghope.org](mailto:Rachelclifton@housinghope.org).
- **Housing Hope** in partnership with **Everett Community College and Workforce Snohomish** are offering a Retail Management training. For more information, please contact Haley Miller at 425-903-4913.
- **Snohomish County YouthWorks** is a new **Snohomish STEM Network** and **Workforce Snohomish** resource that connects employers to all youth who are interested in employer-driven internships, employment, career mentorships, job opportunities, and other resources. These connection opportunities support both the employers who are recruiting talent and the youth who are searching for

work-based career pathway experiences. The partnerships include **Cocoon House, Everett Community College** and **WorkSource**. Log in now to <http://www.snocoyouthworks.org/> to begin posting opportunities for youth. For more information, please contact Ton Nguyen at 425-921-3445 or [ton.nguyen@workforcesnohomish.org](mailto:ton.nguyen@workforcesnohomish.org) or Kandace Barnes at [kandaceb@snohomishstem.org](mailto:kandaceb@snohomishstem.org) or 206-755-7417.

- **Workforce Snohomish** has a Retail Pipeline Navigator that develops the retail sector through the Re-Imagine Retail project. The Navigator engages with business and job seekers to increase the perception of retail as a vibrant career pathway that goes beyond entry level. Hiring events, retail certifications, and retail internships are other aspects of the program. For more information, please contact Kitty Kitnikone at 425-921-3495 or [kitty.kitnikone@workforcesnohomish.org](mailto:kitty.kitnikone@workforcesnohomish.org).
- **Workforce Snohomish** offers navigation services to link businesses to job seekers who have disabilities, homeless veterans and youth. For more information, please contact Elizabeth Gordon at [Elizabeth.gordon@workforcesnohomish.org](mailto:Elizabeth.gordon@workforcesnohomish.org).
- **WorkSource Business Solutions** works with businesses to assist with outreach and recruitment of skilled job seekers. They also hold recruiting job fairs and mini-hiring events across the county to further increase outreach of opportunities. If interested please contact Sam Samano at 425-258-6388 or [lsamano@esd.wa.gov](mailto:lsamano@esd.wa.gov).
- **WorksourceWA.com** is a Monster-based statewide system that connects businesses to job seekers. Log in to <https://www.worksourcewa.com/> to post any job openings. For more information, contact Sam Samano at 425-258-6388 or [lsamano@esd.wa.gov](mailto:lsamano@esd.wa.gov) or Michelle Wilson at 425-258-6362.
- **The WorkSource Youth Center** (aged 16-24) in the Everett Train Station is always looking for opportunities to share career information with youth. For more information contact Robert Dingethal at [Robert.Dingethal@rescare.com](mailto:Robert.Dingethal@rescare.com) or 425-319-7969.

### **Interpersonal Communication Skills / Work Ethics / Work Culture Training**

- **The Cascades Job Corps College & Career Academy** is a tuition-free training and education program that will connect you with the skills and educational opportunities you need to establish a real career. For more information, contact <https://cascadesjobcorpscca.com/>.
- **Edmonds Community College** has a Career Action Center that offers workshops on interviewing and soft skills training. If you would like more information please contact Anne Penny at [apenny@email.edcc.edu](mailto:apenny@email.edcc.edu) or 425-640-1694.
- **Edmonds Community College in partnership with Housing Hope** provides Transitional Life Skills, which is a two-week course that trains individuals on dealing with change, time management, goal setting, and workplace strategies. For more information about their graduates, please contact Jan Strand at [jstrand@edcc.edu](mailto:jstrand@edcc.edu) or 425-640-1008.
- **Everett Community College** offers multiple interviewing and soft/basic skills workshops. They also have job fairs that offer interview preparation on main campus and site visits to companies to talk with their HR personnel about the issues they are facing. If interested please contact Jon Bonner at [Jbonner@everettcc.edu](mailto:Jbonner@everettcc.edu) or Tiffany Williams at [tiddwilliams@everettcc.edu](mailto:tiddwilliams@everettcc.edu).



- **Everett Public Schools** is committed to assuring that students graduate with college, career and life ready skills, including a framework for 21st century skills. This framework will guide teaching and instruction. To learn more about the framework, or to guide educators in developing real-world application of 21st century skills, please contact Dana Riley Black at [drileyblack@everettsd.org](mailto:drileyblack@everettsd.org).
- **Goodwill** offers courses on Work Readiness, Succeeding on the Job and Social Etiquette workshops & classes targeted at improving an individual's professional communication and other soft skills. For more information, please contact Tania Siler at [tania.siler@seattlegoodwill.org](mailto:tania.siler@seattlegoodwill.org) or 360-657-4418.
- **WorkSource Everett, Lynwood and Monroe** offer on and off-site workshops and one-on-one guidance on how to interview, develop customer service skills, expectations within a work culture and other soft skills training. They offer a program called Work Experience which is designed to provide workers with a third-party paid on the job experience. Employers do not risk losing their investment in wages during the program since the participants are paid for by another organization. The program allows the business to have the participants for 90 hours, which helps them determine if the individual is right for their business before hiring them. If you would like more information on training or graduates, please contact Sam Samano at [LSamano@esd.wa.gov](mailto:LSamano@esd.wa.gov) or 425-258-6388 or Michelle Wilson at 425-258-6362.
- **The Youth Center at WorkSource Everett** located at the Everett train station provides coaching and mentorship for youths (16 - 24) to help close the gap with entry level placement and mentor on how to grow and move up with the company while developing a career pathway This can be done with career coaching, training, and understanding the success ladder. Training includes interpersonal communication, knowledge of how the work culture operates, interview skills. The center also offers on On-The-Job Training (OJT) and Work Experience (WEX) internships For more information on employing or offering an opportunity to a young adult graduate, contact Robert Dingethal at [Robert.Dingethal@rescare.com](mailto:Robert.Dingethal@rescare.com) or 425-319-7969 or Rachel Gehrmen at [rgehrman@esd.wa.gov](mailto:rgehrman@esd.wa.gov) or 425-374-8351.