



Position Title: Employment Specialist – Account Manager

Reports to: Director of Business Cultivation

Position Summary: The Employment Specialist is responsible for working with the Deputy Director to develop relationships with prospective employers within key industries and oversee the account management efforts needed to support hiring of trainees into living wage employment. This individual works with a multi-disciplinary team to meet placement goals and ensure that trainees are prepared with all the skills necessary to enter a career pathway.

Position Dimensions:

Employer Partnerships

- Recruit employers in key industries throughout Orange County to meet placement goals:
 - Implement marketing strategies to establish and/or expand current client base
 - Build rapport with clients to become provider of choice
 - Maintain and improve relationships with existing clients
 - Address client concerns and problems effectively and timely, providing detailed feedback
 - Secure job orders from employers; ensure sufficient activity to meet placement goals
 - Maintain and update a database of job opportunities for trainees
 - Work with Hope Builders' staff to ensure employment readiness materials reflect employment market requirements
 - Conduct employer site visits to gauge environment and assess safety protocols are met
 - Remain well-informed of needs and requirements of the local labor market
- Serve as point-of-contact between Hope Builders and employers
 - Document each placement, invoice and all receivables
 - Provide on-going support to employers to address concerns and gather feedback on trainees' performance
 - Ensure feedback loop to programs team
- Meet quarterly goals for:
 - Job orders (sales)
 - Revenue through placement fees
 - Employer satisfaction

Minimum Position Qualifications:

Educational & Technical Requirements:

- Familiarity with standard concepts, practices and procedures within the staffing industry or job development field (sales experience will also be considered)
- Excellent written and verbal communication skills
- Strong proficiency in computers including use of Microsoft Outlook, Word, Excel, internet, and web-based databases
- Bilingual Spanish/English preferred.
- Bachelor's degree required.

Skill and Experience Requirements:

- Minimum 1 years' experience in the job development or recruitment field. Relevant sales experience will also be considered
- Desire and ability to work with young adults who have multiple social/emotional barriers and are under skilled / under educated / under employed
- Effective at multi-tasking and able to make decisions in a fast-paced environment
- Possess strong negotiation skills
- Able to develop strong interpersonal relationships and appropriate rapport with all levels of internal management and client management teams
- Ability to provide effective feedback
- Able to prioritize tasks to meet individual and business goals
- Ability to work independently and be self-motivated

Salary & Benefits:

Full medical, dental, and vision benefits plus 401(k) plan available. Salary range is mid-\$40,000 to low \$50,000.