



**Position Title:** Account Manager (Nonprofit)

**Reports to:** Senior Director of Business Development

**Position Summary:** The Account Manager is responsible for working with the Senior Director of Business Development 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.

**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
  - 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:*

- 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

**ADDITIONAL REQUIREMENTS:**

***Physical Requirements***

- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day.

***Mental Requirements***

- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks, ability to maintain confidentiality.

***Essential Values-Based, Leadership and Management Competencies***

- Demonstrates competencies in line with the four core values that are the foundation of all activities performed by employees in order to achieve the mission of the Sisters of St. Joseph/ Taller San Jose/ Hope Builders.

**Compensation & Work Hours**

Salary range related to experience. Full medical, dental, and vision benefits. Additional benefits available including 401(k) retirement plan. Full time position at 40 hours a week with some weekend and evening work required.

This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Taller San Jose may be terminated at will by the employee or Taller San Jose at any time with or without cause and with or without notice.

**HOW TO APPLY**

Email your cover letter and resume to [hr@tsjhopebuilders.org](mailto:hr@tsjhopebuilders.org)