

Position Description

**BACKGROUND:**

The Workforce1 Career Center (WF1CC) system operates in coordination with the NYC Department of Small Business Services (SBS) and the New York State Department of Labor (DOL) to provide recruitment, job training and business services through a variety of programs and locations throughout the five boroughs. WF1CCs require the attention of professionals who are able to support major change initiatives, as well as ensure the success of a business-driven system.

The Account Manager manages overall functions of the full-cycle recruitment and sales process. This includes but is not limited to marketing and selling recruitment and training services to business customers, determining places to recruit potential candidates and working with the hiring client to understand needs and screening potential candidates. As a member of the Account Management Team, he or she works closely with the Assistant Director, as well as, fellow Account Managers in the center and across the system to promote a business-driven model of job placement. He or she also works with SBS staff and other stakeholders to ensure implementation of programs and policies that directly impact the recruitment teamwork and/or general center operations. This position reports to the Assistant Director.

**RESPONSIBILITIES:**

- 1. Strategically facilitate business-driven job placements as an active member of the Center's Account Management Team**
  - Work under the guidance of the Assistant Director to implement recruiting processes and initiatives
  - Attend job fairs , networking events and information sessions for hiring
  - Develop contacts at colleges and universities
  - Communicate with team regarding position openings
  - Make suggestions of improvement to recruitment /sales team
  - Communicate with Senior Recruitment Manager and Senior Account Manager regarding all positions and openings
  - Work with Senior Recruitment Manager to plan, implement and track customized recruitment projects to meet the specific needs of each business customer
  - Build and coordinate a pipeline of qualified jobseeker candidates through recruitment events, reengagement of Individual Training Grant customers, Community Based Organizations referrals, walk-in traffic, and direct traffic
  - Represent NYC Business Solutions as expected, raise brand awareness
  
- 2. Implement the business development strategy and facilitate business-driven job placements**
  - Market and sell recruitment and training services to potential healthcare employers
  - Develop an in depth understanding of the hiring needs for each employer account

- Create, generate and submit job orders
  - Enter employer information into all appropriate databases and monitor employer activities
  - Communicate regularly with the Career Advisor to align supported and non-supported training with in-demand jobs that are likely to be available in the future
  - Keep the Community Partners Coordinator informed of jobs in demand and in the pipeline so he or she can best match referral efforts to upcoming job orders
- 3. Ensure service delivery to the hiring client and potential jobseeker candidates operates smoothly and results in successful recruitment of customers who are well matched for job placement**
- Receive and review resumes of job candidates
  - Screen applicants for job openings
  - Obtain all resumes and customer information forms for all applicants
  - Assess jobseekers skills and job readiness
- 4. Work within the Account Management team framework to track performance and advance team goals**
- Achieve weekly and quarterly goals
  - Track progress for weekly reports

**RECOMMENDED QUALIFICATIONS:**

- A baccalaureate degree from an accredited college is preferred in marketing, business, human services, or a related field
- Proficient in Microsoft computer systems and MS Office Suite
- At least five years of professional experience in recruiting, account management or a related business relationship management capacity, preferably in the healthcare industry
- Excellent communication, analytical, and interpersonal skills

**To Apply:**

Email a cover letter, resume, along with salary requirements to [Workforce@hr-dynamics.com](mailto:Workforce@hr-dynamics.com)

**NOTE:** Only those candidates under consideration will be contacted.