

FULL TIME POSITION:

Workforce1 Senior Account Manager

Agency Description:

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.

Job Description:

SBS implements workforce development programs through a partner-based system. Each Workforce1 Career Center is operated by contracted service providers (vendors), which include non-profit, for-profit and educational organizations.

The Workforce1 Account Manager will build business relationships for job placement with local area employers and work with recruitment team to support and assist jobseekers and employers.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions unless this causes undue hardship to the Agency.

RESPONSIBILITIES:

- Drive business development strategy and facilitate business-driven job placements as an active member of the Center's leadership team
- Work with the Center Director and the Strategic Operations Coordinator to identify operational challenges and to implement process improvements
- Work collaboratively with the Account Manager Team to ensure job orders coming in are ready to be matched by the jobseeker pipeline and to facilitate the account hand off process from sales account management to fulfillment account management
- Communicate regularly with the Lead 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
- Ensure sales account management services operate smoothly and generate business commitments in conjunction with business development planning
- Train and supervise Sales Account Managers in selling recruitment, training, and other services to large employers through cold calls, in-person marketing visits, and attendance at networking and industry events
- Initiate business relationships for the Center and execute successful customer account hand-offs to Account Managers; ensure team is equipped to successfully manage local and city-wide recruitment projects to fulfill the hiring needs of business customers; support the Account Management Team in creating customized recruitment plans to meet the needs of each business customer
- Successfully develop and implement the Business Development Plan, providing strategic guidance through research and analysis of market trends in target profiles and employer demands
- Participate in Business Development Implementation meetings with NYC Business Solutions (SBS), as well as in capacity building activities and trainings developed by NYC Business Solutions
- Manage the implementation of SBS-driven projects related to business development, working with the Sales Account Management Team and center leadership to ensure effective execution of new policies and tools
- Encourage Sales Account Managers to conduct labor market research and follow industry trends within their specific target territory in order to develop expertise



- Monitor the timely entry of job order information and recording of service delivery related to sales account management; analyze Worksource1 data to ensure that the Sales Account Management Team is on track to meet Strategic Operating Plan goals
- Serve as a point of escalation for business customer complaints and issues
- Manage the performance and development of Sales Account Management Team
- Develop and maintain a standard communication plan to keep staff aware of center-wide issues and their role in meeting operational goals
- Hold staff to performance expectations through regular formal evaluations and informal feedback; work with individuals to identify and address areas for growth

RECOMMENDED QUALIFICATIONS:

- A baccalaureate degree from an accredited college in business or a related field is required; a Masters degree or requisite experience is preferred
- At least five years of satisfactory full-time professional experience in sales, account management or a related business relationship management capacity
- At least three years of relevant supervisory experience
- Strong leadership skills with a demonstrated ability to thrive in environments with multiple stakeholders, frequent change, and diverse objectives
- Proven project management experience and success, with a demonstrated focus on achieving results
- Excellent communication, analytical, and interpersonal skills
- Proficiency in Microsoft Office, with high proficiency in MS Excel
- Bilingual (Spanish/English) skills strongly preferred

How to Apply:

Interested applicants should send a resume and cover letter to ccornielle@vipservices.org. Please reference "Resume Submission for Senior Account Manager Position- Hunts Point" in the subject of your email.

Salary for this position is commensurate with experience.

NOTE: Only those candidates under consideration will be contacted.