

FULL TIME POSITION:

Workforce1 Center Director Sales & Recruitment

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 Director, Sales and Recruitment serves as the point person for employer job order generation and jobseeker recruitment. He or she manages a team of Account Managers-Sales that develop job orders across the Center's assigned industry and geographic targets; and manages the Assistant Director-Recruitment, whose team of six recruiters sources, screens, and matches jobseekers with open job orders. As a critical member of the Center's senior leadership staff, the Director, Sales and Recruitment works closely with the Center Director, the Assistant Director-Community Based Organizations, the Assistant Director Career Advisement and the Assistant Director-Strategic Operations to promote a business-driven model of employer engagement and job placement. He or she also works with SBS staff and other stakeholders to ensure effective implementation of programs and policies that directly impact fulfillment team work and/or general center operations. This position reports to the Center Director.

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.

Essential Functions:

- Build solid, long term business relationships with local area employers to drive placement performance to meet annual placement targets for 1) Retail employers throughout the city (excluding Staten Island), 2) Healthcare employers in the Bronx and 3) Mid-level placements through two expansion centers
- Provide leadership in developing, structuring, implementing and tracking individual and team sales performance to build sales relationships and volume in our primary assigned sales areas.
- Assume overall responsibility to develop and maintain corporate level contacts of multi-unit retail and large multi location healthcare accounts. Also engage appropriate senior/corporate level HR staff to insure accurate and timely hiring and validation information.
- Hire, train, develop and monitor a staff of four business development professionals to insure the necessary coverage and call frequency to deliver outstanding customer service to employers and staff personal and professional development
- Develop, monitor and track overall recruitment organization and performance to insure the highest level of customer service to all employer accounts.
- Insure a smooth and effective collaboration between the Sales and Recruitment functions so that account job orders are serviced promptly, efficiently and effectively.
- Hire, train, develop and monitor the Assistant Director-Recruitment to insure the highest level of professionalism and performance in the Recruitment function.
- Work with the Center Director and the Strategic Operations Coordinator to insure timely and accurate data input and integrity and to identify operational challenges and implement process improvements.



Additional Job Duties & Responsibilities:

- Serve as the coordination and leadership point for all collaborative sales and recruitment efforts with SBS and other Workforce centers.
- Provide Center Director and SBS with regular updates and overviews of business development plans and results.
- Work closely with the Assistant Director-Community Based Organizations to source Community Based Organization referrals through the Recruitment team for open job orders.
- Keep the Assistant Director-Career Advisement informed of open job orders to enable Career Advisors to direct highly qualified jobseekers to a fulfillment account manager.
- As a key member of the Center management team, be a regular and leading contributor to all elements of Center operations, challenges and solutions. Be a role model for all staff in all elements of management.

Educational Requirements:

BA degree from an accredited college in business or a related field is required; a Master's Degree or requisite experience is a plus.

Preferred Skills:

- At least seven (7) years of professional experience in staffing/recruiting account management or a related business relationship management capacity.
- At least five (5) years of relevant supervisory experience.
- Proven ability to develop, implement and monitor sophisticated, disciplined plans to build a broad and deep base of staffing accounts through professional sales skills and superb fulfillment execution..
- Strong leadership skills with a demonstrated ability to thrive in environments with multiple stakeholders, frequent change, and diverse objectives.
- Project management and/or event planning experience, with a demonstrated focus on achieving results
- Excellent communication, analytical, and interpersonal skills.
- Proficiency in Microsoft Office

How to Apply:

Qualified candidates may apply to this position on the FECS career website by submitting a thoughtful cover letter and resume, along with salary requirements at: www.fecs.org –Position # P05255

Salary for this position is commensurate with experience.

NOTE: Only those candidates under consideration will be contacted.