



POSITION: General Manager, Achieve Staffing
REPORTS TO: Executive Director
FLSA STATUS: Exempt
SUPERVISES OTHERS: Yes

Overview

This newly created General Manager role will lead an alternative staffing agency to serve the workforce needs of businesses. **Achieve Staffing** will place and support job-ready, reentry workers in competitive temporary and temp-to-hire jobs to help them enter and succeed in the mainstream labor market. Achieve Staffing is affiliated with Towards Employment, a 44 year old workforce development agency whose mission is to empower individuals to achieve and maintain self-sufficiency through employment.

Summary:

The strategy of **Achieve Staffing** combines the worker focus and supports of a job developer with the market orientation of a staffing firm. Using this approach, **Achieve Staffing** will help individuals with the barriers of a criminal record achieve their job and career goals, while satisfying employer needs for qualified, reliable workers and generating fee income. The alternative staffing model benefits both job seekers and employer clients. Candidates with criminal records earn immediate income, demonstrate their motivation and reliability, and gain experience while building their resume. Employers gain access to job-ready talent, reduce their hiring risk, and save money through lower turnover and increased productivity, while also diversifying their workforce.

Providing workers with pre- and post-placement supports is a key factor distinguishing Alternative Staffing Organizations from conventional staffing suppliers and a compelling part of their value proposition to employers.

Key Areas of Responsibility

- **Service Launch:** using staffing and workforce development best practices, service models and guidelines, finalize business plan, and successfully launch **Achieve Staffing**.
- **Services Management:** establish and communicate goals, establish pricing, implement and monitor data management systems, manage budget and P&L, develop dashboard to monitor progress, and lead all service operations.
- **Partnership Building & Relationship Management:** develop and maintain relationships with internal and external partners, including employers and prospective employers, and community organizations and stakeholders. Leverage and navigate the Sector Partnership to engage non-traditional collaborations.

- **Business Development, Recruitment, and Outreach & Sales:** ensure service goals are met through business development efforts, community outreach & recruitment, and direct service sales to employers.
- **Communication & Marketing:** develop regular communication with stakeholders regarding staffing services, progress and impacts; with support from professional marketing resources, develop sales materials and foster success story marketing, leveraging social media and other outlets.
- **Outcomes, Indicators and Benchmarks:** lead and continuously improve services based on outcomes with support of indicators and benchmarks from other alternative staffing organizations.
- **Team Leadership:** recruit and select budgeted staff; manage expectations, performance, and accountability to meet business goals.

Essential Functions

Operational Oversight

Lead the sourcing, readiness, retention, and promotion of all aspects of **Achieve Staffing:**

- Create and oversee the full employment life cycle; develop processes and approach to employer engagement and sales to be executed with fidelity.
- Implement and oversee staffing tracking software, ensure data quality and system utilization for swift service execution and reporting.
- Using placement, wage, retention, credentials gained, and advanced wage as key indicators of success, establish and communicate business goals, develop dashboard to monitor progress, and monitor budget and P&L.
- Develop a business strategy and plan to reach sustainability of services within 3 years. Refine business model as needed, including pricing, for sustainability of services. Identify opportunities, elevate issues and creatively seek resources.
- Stay current on staffing services trends and workforce development best practices; implement continuous improvements to meet goals.

Business Development & Service Delivery

Serve as an entrepreneurial business manager, motivated to grow sales and deliver superior customer service:

- Lead and manage the full sales life cycle, from prospecting business leads to closing sales, cultivating new and deepening existing customer business opportunities, to make quality job matches and responding promptly to customer concerns.
- Build and maintain a talent pipeline that aligns with employer needs and output requirements: screened, trained, qualified, and motivated entry-level talent.
- Ensure consistent execution of recruiting plan to ensure the right quantity and quality of talent:
 - Screen and select candidates according to specific job profiles and workforce forecasts.
 - Market skills, knowledge and abilities of individual candidates to the right contacts to make the best match for the client and the candidate.
- Comply with all operational standards and employment laws and regulations.
- Build top of mind awareness through employer visits, fostering a consultative partnership and increased business with clients.

- Continuously engage in networking to promote **Achieve Staffing**.
- Consistently exceed client and candidate expectations, staying ahead of the staffing industry by offering innovative, creative, and effective employment solutions.

Staff Management & Leadership

- Build a small but mighty team with a shared vision of exceeding employer expectations through speed to delivery and hustle without sacrificing quality employer-staff match making.
- Instill team passion for data and measurement to ensure outcomes.
- Motivate a sales-oriented culture.
- Understand and facilitate the support needs of candidates to maximize long-term commitment to candidate success and Career Pathway progression.
- Support staff and candidates in their commitment to a Career Pathways mindset.

Qualifications

Seeking an experienced and successful staffing manager who has an entrepreneurial spirit and is ready to build something new from the ground up. Success in this position typically requires:

- Bachelor's degree (preferred) with at least five years' experience managing activities related to staffing and recruitment services or an equivalent combination.
- Proven sales success in a fast-paced, relationship driven business. Experience building a local or regional staffing agency strongly preferred.
- Experience leading the day-to-day operations of a sales-oriented, sales-driven business with multiple partners and employers, as well as interest in developing career pathways and sector specific services.
- Ability to leverage and navigate non-traditional collaborations.
- Demonstrated ability to hire and manage an internal staff in addition to driving the recruitment of talent, the servicing of client companies and the onboarding of new accounts.
- Interest in social enterprise focused on workforce development, community economic development and/or direct services for economically disadvantaged populations
- Drive to meet sales goals while simultaneously ensuring partner needs are met
- Ability to work in a flexible, fast paced, collaborative work environment
- Excellent relationship building and proven customer service skills with varied stakeholders
- Demonstrated ability to work with people from diverse cultural, socioeconomic, racial and educational backgrounds
- Team player with the ability to exercise good judgement in a rapidly changing and sometimes stressful environment
- Demonstrated competency with staffing tracking software as well as Microsoft Office Suite
- Commitment to mission and values of Achieve staffing and to creating opportunities for returning citizens

Interested candidates should submit a letter of interest, resume and salary expectations to:
hr@towardsemployment.org