



Towards Employment

TITLE: Staffing Specialist: Employer Relationship Support & Placement
FLSA: Exempt
FULL/PART-TIME: Full-time

BACKGROUND

Founded in 1976, Towards Employment is a non-profit leader in providing innovative solutions to move people out of poverty and into quality jobs. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 55 and a \$5 million annual budget. Towards Employment offers a continuum of support for individuals preparing to enter the workforce or looking to advance while also fulfilling the staffing needs of local employers. For more information on the organization, please visit www.towardsemployment.org.

SUMMARY

This position will support the Employer Engagement Strategy of TE to place more than 500 participants annually, including employer relationship maintenance, matching & placement of TE program participants with employer partners and critical administrative functions to ensure efficient placement and program support. This individual contributes to the TE strategic objectives of increasing scale and ensuring consistent delivery of service quality for our business partners.

ESSENTIAL FUNCTIONS

Placement Support

- Develop a clear understanding of employer partner needs and expectations.
- Working closely with program staff, identify participant skills and match to job openings.
- Ensure timely response to employer requests.
- Reinforce expectations with employers and participants with regard to coaching and support provided by TE. Foster open lines of communication.
- Communicate effectively with employers and participants to support their success.
- Work closely with TE program staff and career coaches to identify and close any gaps identified by employers.
- Coordinate interviews, interview preparation, and interview follow up within TE protocols. Debrief with participants and employers after interviews completed.

Employer Opportunity Development

- Continually update employer prospects and conduct target marketing to place graduates including those with specific skills, challenges or narrowly focused goals.

Develop job leads, support new employer outreach, gather information, prepare presentations, and create opportunities for expanded placement needs.

- Develop deep knowledge of employer/business needs to refine matching & placement processes. Identify and cultivate key contacts in each employer partner that will lead to the best placement results.
- Engage in targeting specific sectors, attend industry association gatherings for networking, and stay abreast of industry needs.
- Contribute to feedback regarding recruitment, intake, orientation, and workshops to ensure employer needs are reflected in organizational programming.
- Engage with team members to identify new and deepen existing employer relationships; hand-off program development opportunities as needed to appropriate staff.

Tracking & Reporting

- Track and report all employer interactions. Maintain database of all placements.
- Run monthly reports to review all placement, retention, and advancement metrics.
- Develop streamlined communication channels (formal and informal) with internal peers & leadership to ensure clarity of process and opportunity cultivation.
- Document all employer feedback and decisions. Identify trends of employer needs and expectations.

REQUIREMENTS

Education and Experience

We seek an innovative, results-driven, service focused, and kind individual who shares our passion and commitment for TE's mission to fill this role. We require:

- Minimum of five years' relevant staffing and employment and/or operational experience. Experience working directly with employers and candidates to successfully meet the needs of both. Staffing agency, HR and/or sales experience strongly preferred.
- Bachelor's degree or equivalent related experience with an Associates' degree required.
- Superior communication skills, including active listening to meet participant and employer needs simultaneously.
- Proactive, responsive team player with a collaborative focus.
- Demonstrated experience managing data, creating and modifying schedules, and strong attention to detail.
- Strong aptitude in Microsoft Office, including Excel and Word. Willingness to learn new software packages and utilize database tools.

Competencies

Success in this position also requires:

- **Relationship Building** - Builds and maintains effective relationships with all stakeholders, including internal staff and external organizations that can impact Towards Employment's success and future. Outstanding ability to effectively communicate plans and desired outcomes.
- **Flexibility** – Able to be flexible in the face of changing circumstances or plans. Willingness to engage comfortably through change.
- **Schedule Flexibility** – Able work or attend events outside of traditional work hours or on weekends.
- **Confidentiality and Discretion** – Ensures a high level of discretion at all times, on all matters.
- **Social Justice and Racial Equity Advocate** – Passionate about promoting racial equity and inclusion at personal, organizational and systems levels; Understands the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.

Interested candidates should submit their cover letter and resume to hr@towardsemployment.org for consideration.