

## **MASSHIRE METRO SOUTH/WEST BUSINESS SERVICES MANAGER**

<b>JOB TITLE:</b>	<b>Business Services Manager</b>
<b>DEPARTMENT:</b>	<b>Operations</b>
<b>REPORTS TO:</b>	<b>Career Center Director</b>
<b>CLASSIFICATION:</b>	<b>Exempt</b>
<b>SALARY GRADE:</b>	<b>09</b>
<b>SALARY RANGE:</b>	<b>\$61,955.08 - \$82,794.69</b>
<b>DURATION:</b>	<b>Dependent on Funding</b>

### **SUMMARY**

The MassHire Metro South/West Career Center Business Services Manager is responsible for developing, fostering, and maintaining excellent relationships on behalf of the agency with businesses, by creating, maintaining and expanding staffing partnerships with regional employers, agencies, community-based organizations, and training providers.

The Manager will be a member of the MassHire MSW Integrated Management Team, bridging the efforts of the Workforce Board's employer engagement activities with the direct provision of services to job seekers and businesses. As a member of the management team, he/she will ensure that Career Center performance goals are achieved as related to employer engagement and operational goals as related to daily operations and staff performance.

The Manager will lead the Business Services Team to

- provide direct value-added services to business customers, which will include marketing and outreach, orientation, information and service referral, candidate screening and referral, outplacement services and various other employment-related services.
- continually assess the labor market environment and the requirements of employers for qualified, trained applicants
- assess the existing market of job seekers
- gauge the capacity of training providers to match the needs of employers and the job seekers
- pursue strategies to revamp training offerings which will lead to improved matches of skilled job seekers with the needs of hiring authorities

Internally, the Manager will perform advanced managerial and professional work planning, organizing, and directing strategies with the Management Team to deliver high quality services to customers of the federal and state employment and training programs throughout the MassHire MSW region. The Manager is responsible for directly and functionally managing and supervising a team of MassHire MSW Business Service Representatives who deliver excellent services to job seekers and businesses through a broad suite of continuously improving methodologies, to ensure that the career center achieves measurable outcomes compliant with the Workforce Innovation and Opportunity Act (WIOA) and other federal or state programs.

Externally, in partnership with the Career Center Director and the Workforce Board, the Manager is a key representative of MassHire MSW region when engaging with businesses, job seekers, partners, or other stakeholders. The Manager will be relied upon to participate in strategic partnerships to expand access to services for businesses and job seeking customers, resulting in filling employers' job needs with trained, qualified job seekers.

## **ESSENTIAL FUNCTIONS**

Direct, coordinate and oversee the center's Business Services activities, including establishing and building relationships with community businesses, monitoring local area business trends and attending community business events to promote the Center's services.

Design and deliver marketing and business plan which reaches out to and develops relationships with new businesses as well as fosters and maintains relationships with existing businesses.

Develop and implement strategies to deliver high quality state of the art services and programs to benefit the local area business community and jobseekers; empower jobseekers by developing their skills while promoting the economic prosperity of area businesses.

Ensure Career Center performance goals are achieved related to the Center's services utilized by area employers including new employers, repeat employers, number of employers serviced, field visits, number of job openings and on-the-job training contracts and apprenticeships.

Plan, direct, motivate and develop an organizational staff that effectively utilizes resources to accomplish stated goals and the center's mission and vision.

Participate in the periodic review of Center policies, procedures and processes that ensure consistent, efficient implementation of policies/regulations and legal requirements.

Perform additional duties as required.

## **SUPERVISORY RESPONSIBILITIES**

Manage and supervise assigned staff both directly and functionally.

Assign expected outcomes which will lead to attainment of career center goals; evaluate and review performance; assign work, provide coaching and training, advise staff as necessary; resolve staff issues.

Create and foster a culture of collaboration, respect and open communication.

## **KNOWLEDGE/SKILLS/EXPERIENCE REQUIRED**

Bachelor's degree in Public Administration, Human Services, Business Management, or related fields at a minimum.

Five or more years of experience in a supervisory or management position.

Strong time management and organizational skills.

Experience with establishing and managing contracts and budgets is highly desirable.

Experience with data driven management techniques.

Proven leadership skills to motivate, generate consensus and inspire action.

Experience with building community partnerships and relationships among stakeholders.

Excellent written and verbal communication skills, including public speaking and delivering presentations.

Demonstrated ability to establish and deliver high level of customer service/satisfaction with both internal and external customers.

Proven proficiency in Microsoft Office Suite and experience with database and report management.

Thorough knowledge, experience, and management of the WIOA regulations, programs, guidelines, and administrative requirements is highly desired. Experience with managing other federal or state workforce related programs is a strong plus.

Ability to read, analyze, and interpret WIOA regulations, Policy Issuances, Federal Register issuances, and other business or legal documents.

Ability to respond to common inquiries or complaints from job seekers, regulatory agencies, or members of the business community.

Ability to write articulate emails, articles or speeches that conform to prescribed styles and formats. Ability to proofread and edit materials issued by the career center such as flyers and other documents.

Ability to effectively present information and respond to management, the public, and boards.

Experience with dispute resolution and ability to resolve customer and/or staff personnel issues and complaints.

Ability to travel throughout the region or state for business purposes.

Must possess maturity, independence and confidence.

Perform additional work as assigned.

## **HOW TO APPLY**

Qualified candidates should submit their resume and cover letter no later than Wednesday April 17, 2019 to Louise Meyer, Executive Director at [lmeyer@masshiremsw.com](mailto:lmeyer@masshiremsw.com)

For more information about the MassHire Metro South/West Region and Career Centers visit [www.masshiremsw.com](http://www.masshiremsw.com).