

MASSHIRE METRO SOUTH/WEST BUSINESS SERVICES REPRESENTATIVE

Two (2) positions are available

JOB TITLE: Business Services Representative
DEPARTMENT: Operations
REPORTS TO: Business Services Manager
CLASSIFICATION: Exempt
SALARY GRADE: 07
SALARY RANGE: \$51,316.39 - \$68,305.40
DURATION: Dependent on Funding

SUMMARY

The MassHire Metro South/West Career Center Business Services Representative is responsible for connecting job seekers with employers in the MassHire Metro South/West region, resulting in competitive, long term job placements, satisfied employers and repeat business.

This position provides a wide variety of Job Seeker and Employer focused customer functions including, but not limited to, marketing and promoting the Career Center to new and existing employer partners; utilizing labor market and employer information to assist the Center in Career Coaching for job seekers, and Employer relationships with business partners; recruitment of job seekers to help fill the employment needs of employers; and working with career Center staff in marketing job ready customers to employers who are hiring.

ESSENTIAL FUNCTIONS

Develops, fosters and maintains relationships with the region's employers, human resource recruiters, employment-based community programs, staffing agencies etc. to promote the MassHire MSW Career Center and the full array of services which it provides to businesses and job seekers.

Meets regularly with career advisors and case managers to identify job seekers who match the needs of hiring employers.

Creates events and facilitates opportunities for employers to host and conduct on-site recruitment, career fairs, and industry briefings.

Functions as knowledgeable resource for employers, providing technical assistance and strategies for solutions to problems and issues with workforce needs such labor market information, tax incentives for hiring, recruitment assistance, and referrals to regional and state resources including 'Bizworks'

Documents, updates and maintains in a timely and accurate manner all Employer and Job Seeker activities in MOSES and other appropriate tracking systems as directed by management. This will include but is not limited to, updating contact information, documenting all relevant communication with customers, posting employer job orders, and documenting all efforts made to fill those openings.

Communicates all employer interactions and relevant updates with Career Center staff to help facilitate prompt and effective fulfillment of employers' expectations.

Conducts follow up with employers and job seekers to determine successful outcomes.

Perform additional duties as required.

KNOWLEDGE/SKILLS/EXPERIENCE REQUIRED

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

Three or more years of experience in workforce development, economic or business development, marketing, customer service or related fields.

Strong time management and organizational skills.

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 other federal or state workforce related programs is a strong plus.

Ability to read, analyze, and interpret business or legal documents such as WIOA policy and informational issuances or standard operating procedures.

Excellent written and verbal communication skills, including public speaking and delivering presentations. Ability to effectively present information and respond to businesses, management and the public.

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 respond to common inquiries or complaints from job seekers or members of the business community.

Proven ability to create and foster a culture of collaboration, respect, and open communication with colleagues and customers.

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 24, 2019 to Louise Meyer, Executive Director at lmeyer@masshiremsw.com

For more information about the MassHire Metro South/West Region and Career Centers visit www.masshiremsw.com.