

FULL TIME POSITION:

Workforce1 Account Manager

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 Workforce1 Account Manager will build business relationships for job placement with local area employers and work with recruitment team to support and assist jobseekers and employers.

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:

- Develop relationships with local businesses and develop a network for job placement.
- Conduct customized Job Task Analysis and update client information in Worksource1/CRM/Skilldex.
- Help employers build Tiered Employment plan to advance current employees and fill new positions with jobseekers.
- Create, generate and submit job orders.
- Enter employer information into all appropriate databases and monitor employer activities.
- Coordinate delivery of services and fulfillment of job orders with designated partner organizations.
- Provide job task analysis for each open position.
- Provide consistent and comprehensive case management and follow-up.
- Provide, as required, target estimates or goals and periodic progress reports.
- Maintain organized database of clients and keep detailed documentation of all contacts with clients.
- Share information with appropriate staff and/or funding agencies.
- Maintain files as specified by Funder and Director and scan necessary documents for electronic files.
- Represent NYC Business Solutions as expected, raise brand awareness.
- Help to ensure that positive outcomes and goals are met as required by contract.
- Meet performance criteria on a weekly, monthly, and annual basis.

Educational Requirements:

- College degree or equivalent experience required.

Skills and/or Experience Required:

- Ability to prioritize tasks and document visits and contacts.
 - Demonstrated telephone, computer and written communication skills.
 - Ability to maintain flexibility as needs of contract or contractor require.
 - Sales or marketing experience preferred.
 - Knowledge of MS Windows, Outlook, Word and Excel.
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How to Apply:

Interested applicants should send a resume and cover letter to jsaladis@edsisolutions.com. Please reference "Resume Submission for Account Manager Position- Upper Manhattan" in the subject of your email.

Salary for this position is commensurate with experience.

NOTE: Only those candidates under consideration will be contacted.

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.