INCUMBENT: **REVISION DATE: September 4, 2023**
TITLE: Director Employment Services   **FLSA STATUS: Exempt**
SUPERVISOR: Chief Workforce Officer   **SUPERVISES: 1 Direct Report**

ROLE SUMMARY

The Director of Employment Services is accountable to the Chief Workforce Officer and is responsible for the operation and oversight of the Employment Services Department. This includes but is not limited to the development and management of program services and staff to support Members in preparing for & obtaining employment. The Director of Employment Services must be capable of analyzing data and reporting outcomes, building new and maintaining existing employer partnerships, and supporting members through the various stages of job search including career exploration and job placement.

PRINCIPLE DUTIES AND RESPONSIBILITIES:
EMPLOYER AND TALENT ACQUISTION

- Develops and implements marketing strategies to recruit new high quality employer partners and job seekers.
- Actively cultivates fruitful employer partnerships through community outreach efforts and tracks/collects these activities in Salesforce.
- Develop short- and long-range goals to strengthen partnerships with existing employers and establish partnerships with new employers.
- Promotes organizational mission through community events, employer informational sessions, media coverage, and interaction with stakeholders.
- Develops and manages department strategies to meet contractual obligations and service goals.
- Maintains accurate employer data and employment documentation.
- Shares current workforce resources to keep up with trends in the labor force.
- Responsible for the identification of Members candidates for customized recruiting positions
- Work with workforce coaches and Members to establish and maintain relationships that are beneficial for career development and individual goals.
- Develop applicant identification rubric based upon position description & pertinent employer information.

MEMBER EMPLOYMENT SERVICES

- Identify positions for Members based on their skills, strengths, talents, credentials, &/or experiences, that may not exist among traditional job leads.
- Identify post-entry level positions for Members who have attained 1-year retention, Advancement Members, &/or Members who have obtained a credential.
- Develop and implement programs of career exploration and planning, including workshops, seminars, small group sessions.
- Manage employer site job leads provided by Workforce Operations & Coaching Team.
- Ensure effective job matching of Members to employer job leads.
- Advocates for clients throughout the employment process, as needed.

DIRECTOR OF EMPLOYMENT SERVICES

TEAM MANAGEMENT
- Coach Staffing Coordinator including training, development, & evaluation
- Collaborate with the Beacon of Hope programing efforts including opportunities for Member training, program development and events.
- Facilitate monthly Team meetings, designed to gather feedback from, monitor progress of & ensure relevancy of services.
- Oversee, data tracking & process implementation of job leads and performance measures.
- Ensure process excellence of all pre-employment barrier mitigation & job search services.

EMPLOYMENT EVENTS
- Implementation of Annual Job Fairs
- Join/attend local community job placement &/or industry training efforts
- Develop & implement Member employment events as needed (Final Fridays, Career Conversations, etc.)

CW/PROGRAM LEADERSHIP
- Work collaboratively with other program leadership (including Directors) to ensure program standards are being upheld, programs are continuously improved, and best practices are shared and incorporated.
- Participate in the development of the protocols that guide program compliance, expansion and implementation.
- Participate in establishing and executing annual operational plans and goals.

ADMINISTRATIVE AND CLERICAL
- Review policies and escalate ideas for changes and/or improvements as needed.
- Recognizes and acts on opportunities to create partnerships and lasting relationships with customers, community partners and/or employers.
- Attend all staff and departmental meetings.
- Update professional knowledge by participating in educational opportunities, reading trade publications, joining professional organizations, etc.
- Perform other duties as assigned for the effective and smooth operation of Cincinnati Works

QUALIFICATIONS:
EDUCATION/EXPERIENCE:

· Bachelor's degree or equivalent in Human Resources, Business Management, or related field.
· 5 years of demonstrated experience in building, developing, and leading a team.
· 2-3 years of demonstrated experience in talent acquisition &/or other related Human Resources processes
· Demonstrated experience in coaching individuals for growth and goal achievement.

LICENSES, CREDENTIALS, CERTIFICATIONS

- Possession of a valid driver's license, and insurance.
- Human Resource or leadership credential preferred

SKILLS, SPECIALIZED KNOWLEDGE, & ABILITIES

- Passion for the vision and mission of Cincinnati Works.
- Knowledge of recruiting, interviewing, and placement techniques.
- Demonstrated Program & Process Development and Management skills
- Ability to plan, direct, and coordinate program and administrative activities of a complex, interrelated, and interdependent nature, where unknowns and numerous contingency factors are involved.
- Advanced Excel skills; and strong proficiency in other Microsoft Office programs
- Ability to "sell" features and benefits of CW to Members and employers
- Some proficiency with various social media tools.

PHYSICAL & MENTAL DEMANDS
Must have flexibility to work non-standard business hours (evenings and weekends) as needed for Member programming and other Cincinnati Works events.

CORE COMPETENCIES
The following core competencies are designed as a framework to help focus on the behavior and thought processes in driving success. These core competencies are used in the selection process, performance evaluation and professional development.

Strategic Perspective	Ability to effectively analyze complex problems, crafting and executing organizational strategy.
Communication	Boosting interpersonal communication skills and mastering Crucial Conversations at all levels. Willing to engage in constructive debate, achieve clarity and buy-in around organizational priorities.
Executive Presence	Emotional intelligence (EQ) and productivity (building and promoting a culture that prioritizes productivity over being busy).
Being a Quick Study	Quickly masters new technical and business knowledge including organizational financial performance.
Decisiveness	Making and taking responsibility for, and demonstrating commitment to appropriate decisions in a timely manner. Ensuring that decisions are made based on policies, rules and organizational directives and solving the emerging problems.
Change Management	Uses effective strategies to assess and facilitate organizational change initiatives and overcome resistance to change. Demonstrating support for innovation and for organizational changes needed to improve the organization's effectiveness; supporting, initiating, sponsoring implementation of various change management activities.
Leading Employees	Attracts, motivates, and develops employees. Possesses the ability to develop and implement strategies to maximize employee performance and foster high ethical standards in meeting your organization's vision, mission and goals
Problem Solving	Acts decisively and with fairness when managing employees; hold one another to high standards, and focus on team results instead of individual ambition.
Participative Management	Involves others, listens, with constructive pushback which results in building commitment.
Building Collaborative Relationships	Builds productive working relationships with coworkers and external parties
Compassion and Sensitivity	Shows genuine interest in others and sensitivity to employees' needs
Putting People at Ease	Displays warmth and a good sense of humor

Employee Acknowledgement

All of the above duties and responsibilities are essential job functions for which reasonable accommodation will be made. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This position description is not be construed as an exhaustive statement of duties, responsibilities or requirements. Employees may be required to perform any other job – related instructions as requested by their supervisor subject to reasonable accommodation. I understand that like most Ohio employers, Cincinnati Works (CW) is an "at will" employer. Nothing that is said during my employment is intended to create a contract of employment. CW also reserves the right to modify its compensation program plans at any time and without prior notice.

I have received a copy of my job description and I am capable of performing all of the duties included in this job description. I understand that it does not include all the duties and responsibilities of my position, and may be subject to change at any time without notice.

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Employee Signature   Date