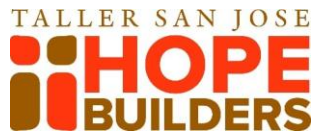


**Position Title:** Employment Specialist  
**Reports to:** Senior Director of Development

**Position Summary:** The Employment Specialist is responsible for working with the Senior Director of Development, members of the Employment Services team, as well as a multi-disciplinary team to develop relationships with prospective employers within key industries and meet trainees' placement and retention goals.

### **KEY RESPONSIBILITIES:**

- Recruit employers in key industries throughout Orange County and serve as point-of-contact between Hope Builders and employers to meet placement goals:
  - Execute marketing strategies to establish and/or expand current client base
  - Build rapport with clients to become provider of choice
  - Evaluate fit and quality of new, current and past employers in portfolio
  - Maintain and improve relationships with existing clients by:
    - Providing follow up at required intervals addressing client concerns and problems effectively and in a timely manner, providing detailed feedback
    - Gather feedback on employee's performance
  - Secure complete job orders from employers and appropriately match program participants to open positions; ensure sufficient activity to meet placement goals
  - Maintain accurate, timely and multiple records in online databases
  - Conduct employer site visits to gauge environment, assess safety protocols are met and determine best personality to fulfill positions
  - Remain well-informed of needs and requirements of the local labor market
  - Document each placement, invoice and all receivables
  - Conduct employer premise site visits to gauge environment and fit of trainees
  - Maintain current knowledge of the local labor market and employer needs
  
- Serve as point-of-contact between Hope Builders and program participants
  - Provide on-going support to young adults placed with employers at required intervals to ensure quality matches and employment retention
  - Document each service, outcome and next steps, as well as any observations of clients' skills, job readiness, and/or growth opportunities into Apricot data management system
  - Assist program participants with time-keeping issues, questions in Time Clock Plus
  - Analyze and report weekly data to maintain accurate client and program-based statistics
  - Ensure feedback loop to other departments as relevant
  - Deliver effective presentations including job portal registration and employer informational meetings
  - Conduct one-on-one interviews with trainees to determine their skill levels and suitability for employment
  
- Meet quarterly goals for:
  - Job orders (sales), revenue through placement fees, and employer satisfaction



### **Qualifications:**

- Familiarity with standard concepts, practices and procedures within the staffing industry or job development field (sales experience will also be considered)
- Healthcare industry knowledge preferred
- Preferred experience in the job development or recruitment field
- Excellent organizational skills; Meticulous; Ability to self-start and multi-task; Must thrive on diverse assignments and deadlines
- Excellent oral and written communication skills reflecting solid customer service both in person and over the telephone
- Ability to form and sustain appropriate adult-based relationships
- Effectively assess and execute the following: guiding, supporting, confronting, and advising
- Use time effectively and focus on details
- Ability to collect meaningful data and draw conclusions
- Intermediate level proficiency in MS Word and Excel
- High level of self-management and organization
- Successful completion of background check required
- Must have a valid CA Driver's License, reliable transportation, and meet state required automobile insurance minimums
- Minimum Education Requirements: B.A. required

### **ADDITIONAL REQUIREMENTS:**

#### ***Physical Requirements***

- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day.

#### ***Mental Requirements***

- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks, ability to maintain confidentiality.

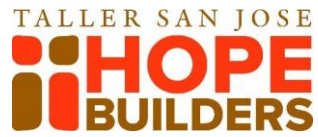
#### ***Essential Values-Based, Leadership and Management Competencies***

- Demonstrates competencies in line with the core values that are the foundation of all activities performed by employees in order to achieve the mission of Hope Builders.

### **Compensation & Work Hours**

Salary range related to experience. For regular full-time employees, full medical, dental, and vision benefits are offered. Additional benefits available including 401(k) retirement plan. Full time position at 40 hours a week with rare weekends and evening work.

This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.



This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Hope Builders may be terminated at will by the employee or Hope Builders at any time with or without cause and with or without notice.

**TO APPLY:**

Please send resume and supplemental documents to [HR@tsjhopebuilders.org](mailto:HR@tsjhopebuilders.org).