



Position Title: Account Manager (Non-Profit)

Reports to: Senior Director of Development

Position Summary: The Account Manager is responsible for working with the Senior Director of Development to develop relationships with prospective employers within key industries and oversee the account management efforts needed to support hiring of trainees into living wage employment. **You must be okay with cold-calling/prospecting 90% of the time with this position.**

KEY RESPONSIBILITIES:

Employer Partnerships

- Recruit employers in key industries throughout Orange County to meet placement goals:
 - Implement marketing strategies to establish and/or expand current client base
 - Build rapport with clients to become provider of choice
 - Maintain and improve relationships with existing clients
 - Address client concerns and problems effectively and in a timely manner, providing detailed feedback
 - Secure job orders from employers; ensure sufficient activity to meet placement goals
 - Maintain and update a database of job opportunities for trainees
 - Work with Hope Builders' staff to ensure employment readiness materials reflect employment market requirements
 - Conduct employer site visits to gauge environment and assess safety protocols are met
 - Remain well-informed of needs and requirements of the local labor market
- Serve as point-of-contact between Hope Builders and employers
 - Document each placement, invoice and all receivables
 - Provide on-going support to employers to address concerns and gather feedback on trainees' performance
 - Ensure feedback loop to programs team
- 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)
- Minimum 1 years' 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
- Effectively collaborate with other organizations and schools
- 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 Career Connections.



Compensation and Benefits

Salary range between \$28- \$30 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 some weekends and evening work.

Please email your resume to hr@tsjhopebuilders.org

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 Career Connections may be terminated at will by the employee or Hope Builders Career Connections at any time with or without cause and with or without notice.