Business Services Representative, Hire Up
Job Posting Announcement

Posting Date: 05/20/2021
Salary Range: Low $50k to Mid $50k
Status: Temporary (estimated one- year grant)

About City of Baltimore, Mayor's Office of Employment Development

The Mayor's Office of Employment Development (MOED) coordinates and directs workforce development initiatives responsive to the needs of Baltimore City employees and job seekers in order to enhance and promote the local economy. At MOED, we view our mission broadly to deliver economic justice to our city. To us, economic justice means creating an equitable workforce system for all residents – especially those who have been generationally and systemically disadvantaged – one that is responsive to their needs and ensures viable economic opportunities. Our vision is for all City residents to maximize their career potential and all employers to have the human resources to grow and prosper – a workforce system that works.

Position Overview

The Business Services Representative job responsibilities involve two essential functions: first, recruiting/connecting businesses to services of the Mayor's Office of Employment Development (MOED) by marketing all possible agency resources (industry sector partnerships, customized training, on-the-job training, subsidized employment, tax credits, summer jobs, recruitment services, etc.) and secondly, developing employment and training opportunities that lead to permanent, full-time positions with benefits and self-sufficient salaries for area job seekers.

Hire Up is a transitional jobs program designed to aid disadvantaged job seekers in the city's economic recovery from the COVID-19 crisis. MOED will partner with other city agencies and nonprofit organizations with workforce needs on projects that might otherwise be unstaffed. Hire Up serves a dual purpose: (1) providing transitional work to help residents get back to work and earn critical wages to meet basic needs after a period of unemployment or underemployment, and (2) improving city services. The initiative will benefit all city residents, as well as city visitors, by making parks, streets, recreation centers, and public events cleaner, safer, and more welcoming.

Hire Up will provide short-term subsidized employment and occupational training to unemployed and underemployed Baltimore residents. MOED seeks to serve at least 500 residents through the program. MOED will screen applicants and provide workforce supports, including career navigation, throughout employment. MOED will assist with placement into unsubsidized employment following program participation. Occupational training will be available for program participants who wish to advance their skills and obtain credentials.

The ideal candidate will have experience in business engagement, career counseling, job readiness, or other workforce development or related fields. They will have excellent interpersonal skills, empathy, and an ability to interact professionally with individuals from racially and economically diverse backgrounds. They will have the ability to provide career navigation and goal-setting support in individual and group sessions, in person and virtually.

Essential Duties and Responsibilities:

- Demonstrates ability to obtain labor market information.
- Utilizes local labor market information to target new businesses and employers.
- Identifies business employment and training needs required with changing labor market trends.
- Conducts job matching activities for jobseekers.
- Conducts job development for targeted populations.
- Produce monthly reports including;
    - Number of business contacts, business contact information, industry information and, services provided
    - Number of job orders (received, filled)
    - Customer referral information
- Analyzes current marketing strategies, MOED strategic plans and uses various methodologies such as focus sessions, surveys, etc. to make ongoing recommendations to achieve and exceed marketing objectives.
- Markets business services utilizing all available resources to facilitate placement of training and/or job-ready candidates.
- Ensures placement goals are met each month.
- Documents business relationships and follow-up using the assigned MIS (MWE) and other reporting formats.
- Represents MOED and/or provides participation at functions of trade organizations, professional societies, merchant associations, vendor open houses and community events. Maintain effective working relationships with businesses, MOED partners and other city agencies.
- Negotiates and coordinates completion of training contracts and other workplace agreements.
- Assists in the development and delivery of specialized sales presentations for employer services upon request, i.e. job fairs, mass recruitments, virtual pre-screening, workplace assessments, etc.
- Performs other duties as required.

Knowledge, Skills and Abilities

- Knowledge of the agency's mission and all services available throughout the agency.
- Ability to establish and maintain productive working relationships with employers, employees, training vendors, co-workers and workforce development partners.
- Demonstrated skills and ability to use, effective marketing and salesmanship techniques.
- Strong communications skills, ability to use virtual platforms, demonstrate effective communication orally and in writing, (with an emphasis on business writing) and to analyze written reports and materials.
- Strong presentation skills, ability to speak persuasively, and to close a deal.
- Ability to research businesses, business-related data and labor market information
- Ability to prioritize assigned tasks and handle multiple tasks.
- Ability to perform as a member of a team to assure project completion.
- Ability to recognize business related problems and facilitate resolution.
- Must be computer literate and familiar with word processing, spreadsheet, and database applications (i.e. MS Word, Excel, Access, Google doc, etc.)

Education & Experience:

- A Bachelor's degree from an accredited college or university in Marketing, Economics, Business, Public Administration or another related field
- Two years of talent acquisition or business development experience with one year of which must be in employment or job training related fields that required a high degree of marketing the program or service
- Or, any equivalent combination of acceptable education and experience.

Interested applicants may submit their resume this link.

City of Baltimore, Mayor's Office of Employment Development is an Equal Opportunity Employer and Service Provider