



Retention Specialist, Apprenticeships **Job Posting Announcement**

Posting Date: August 17, 2021

Classification: Grant Services Specialist II

Salary Range: \$50,000-\$55,000

Status: Temporary Benefits Eligible

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 every City resident to maximize his/her career potential and all employers have the human resources to grow and prosper – *a workforce system that works.*

This position is part of Baltimore City's COVID-19 employment recovery strategy, which is funded through the American Rescue Plan Act. MOED is working with public and private partners to provide occupational training, apprenticeships, subsidized work, supportive services, transportation assistance, and small business subsidies to city residents and small businesses negatively impacted by the coronavirus pandemic. We will prioritize unemployed and underemployed residents and particularly our most disadvantaged jobseekers, including returning citizens, opportunity youth, and public assistance recipients. These programs will increase access to opportunity, promote local job growth, support low-income households, benefit historically underinvested neighborhoods, and create wealth in communities of color. They will also help the city become cleaner, safer, and more welcoming.

Position Overview:

- This professional position provides business retention and follow-up services for the Employer Services division. The ideal candidate will have experience in business engagement, sales, customer service, workforce development, or related fields. They will have excellent presentation, problem solving, interpersonal skills, empathy, and an ability to interact professionally with individuals from racially and economically diverse backgrounds. They will have the ability to develop retention strategies and implement retention solutions for employers.

Essential Duties and Responsibilities:

- Establishes follow-up contact with employers and jobseeker talent pipeline by both telephone and e-mail in an effort to determine status of employment, or additional workforce assistance.
- Gather job placement data, propose workforce solutions, negotiate recruitment plans, and advocate for

jobseekers as needed.

- Markets apprenticeships, services and programs available through MOED's Employer Services division in order to connect employers with recruitment and other workforce assistance.
- Compiles data from completed customer satisfaction surveys in an effort to provide substantiating documentation regarding the delivery of quality service and achievement of performance levels.
- Prepares daily follow-up reports that display the outcome of follow-up contacts with employers and jobseekers.
- Assists customers by identifying support services that will aid in removing barriers to employment and training, and makes referrals as appropriate.
- Conducts job development and apprenticeship opportunities for targeted populations.
- 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.
- Markets business services utilizing all available resources to facilitate placement of training and/or job-ready candidates.
- Ensures placement goals are met each month.
- Collaborate with partners to stay informed about local apprenticeship developments and employer training and hiring needs; coordinate monthly meetings with apprenticeship partners.
- Perform assigned duties in a manner consistent with the mission, goals and core values of the City of Baltimore and MOED.
- Manage files and data system for accuracy at a level that will ensure compliance.

Knowledge, Skills and Abilities:

- Thorough knowledge of workforce development services and programs
- Knowledge of employment and training practices that help low-wage residents advance to high wage jobs
- Experience using data to manage performance
- Knowledge of Management Information Systems preferred
- Ability to establish and maintain effective working relationships with other agencies (federal, state and local), public and private agencies, community partners, and MOED associates
- Ability to communicate effectively both orally and in writing, and make presentations to diverse groups including the public, agency leaders, elected officials, and community partners.
- Knowledge of structural challenges that make it difficult for unemployed residents and low-wage workers to obtain, retain and advance
- Must be computer-literate and familiar with word processing, spreadsheet, and database applications (i.e. MS Word, Excel, Access, etc.)
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Minimum Required Education and Experience:

- 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 apply via this [link](#).

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