

JOB OPENING (JOB CODE: WW001)

[JOB TITLE:] Employment Services Manager

[SALARY BASE:] \$60,436.48.yr.

[CONTACT:] Human Resources Dept., 2701 S. Chase Avenue, Milwaukee, WI 53207

[LOCATION:] Milwaukee, WI

[STATUS:] Full Time

[TERM:] Regular

[CLOSING DATE:] 10/04/21

[APPLICATION DEADLINE:] 10/04/21

[NUMBER OF OPENINGS:] 1

[JOB TYPE:] **Internal ONLY**

[SUMMARY:]

Under the direct supervision of the W-2 Deputy Director, the Employment Services Manager is responsible for management of employment-related services to employers and job seekers at Southeast region. Responsible for monitoring, evaluating and reporting on performance outcomes of the Employment Services Unit.

[JOB DUTIES:]

1. Develops economic linkages in the community by outreaching to and collaborating with the employer community, the CBO network, and faith-based community, government agencies with funding available to finance employment and training-related programs, and others as appropriate.
2. Responsible for planning and managing services to employers, including employer tax incentives and subsidies, job retention intervention, and other innovative strategies which maximize utilization of resources available to meet employer needs and service expectations.
3. Provide direction to and supervision of the Case Management Follow-up (CMF) and Employment and Performance Tracker staff.
4. Monitor data entry in the CWW, WWP and other state systems to make sure information is entered timely and accurately.
5. Monitoring performance and compliance with W-2 policies and procedures, providing support to ensure quality service is provided.
6. Collaborates with employers and with the employment unit staff to ensure that UMOS meets the W-2 contract benchmarks associated with entered employment, wage at placement, job retention, and other program goals related to employment.
7. Responsible for the strategic planning for employment and career development for low income participants.
8. Seeks out and utilizes labor market information, including but not limited to information on employment trends, demand occupations and employer needs, etc.
9. Uses the information gained through research and from the labor market to develop strategies for marketing to employers, developing opportunities for UMOS to market its job seeker participants, increasing job retention of UMOS employed participants, developing career enhancing opportunities for job seekers, and other employment related activities.
10. Active member and facilitator of agency W-2 Community Steering Committee
11. Prioritizes schedules and delegates work assignments, and directly supervises assigned staff to ensure contract goal attainment and quality services are provided to customers
12. Responsible for ensuring provision of quality employment resources for both applicants and employers. Plans, coordinates, and directs quality control initiatives relating to employment and marketing services.
13. Responsible for developing marketing materials such as brochures, promotional letters, flyers, etc.; for planning employment related events such as job fairs, career fairs, and employment forums for the purpose of expanding linkages into the employer community.
14. Partners with internal/external clients to develop staffing strategies; develops and implements cost effective recruitment plans that minimize time-to-fill; provides consultation throughout the selection process to maximize fit and retention; develops and builds hiring processes for a variety of levels from temporary staffing to executive placement; develops, streamlines and enhances staffing systems, tracking, reporting and analysis.

15. Develops creative approaches to the recruitment process to increase high-caliber candidate sourcing including referral generation, Internet sourcing, ad placement, direct sourcing/cold calling, and networking. Sets up the recruitment efforts and manage employer relations.
16. Works with senior management to forecast staffing requirements and develop strategies. Develops strategic relationships with external search resources and manages temporary/permanent agency relationships. Leads sourcing and recruiting initiatives and processes to leverage networking and client referrals.
17. Attends meetings conferences, workshops and performs special projects and other related duties as assigned.

[QUALIFICATIONS:]

1. BS, BA Degree in Business Administration, Public Administration, Economics, or related field.
2. Five (5) years' experience. Able to demonstrate through education and/or experience in marketing, sales, human resources, employment and training the ability to supervise staff; implement, monitor and evaluate programs; develop and enforce policies and procedures; develop detailed written materials; and provide technical assistance to staff.
3. Demonstrated experience in developing and maintaining collaborative relationships with employers, employer groups, and /or private sector entities. Creative problem-solver, out-of-the box thinker.
4. Demonstrated ability to communicate (both oral and written form) at a professional level with groups and individuals; ability to make formal and informal presentations.
5. Demonstrated ability to develop innovative strategies to build, meet, and report recruiting goals and strategies and analyze the local labor market.
6. Capacity to effectively initiate rapport and build relationships with the employer community, educational institutions, vendors, community organizations, etc. Ability to effectively manage multiple projects in a fast-paced environment.
7. Proven ability to develop action plans to fill open positions in a creative and timely manner. Ability to prepare comprehensive reports, speak and write effectively and work under a minimum of direction.
8. Ability to achieve the professional confidence of others and to assimilate and understand information, in a manner consistent with the essential job functions. Ability to develop, train and manage staff in a high production environment.
9. Ability to exercise good judgment and make sound decisions in a manner consistent with the essential job functions.
10. Must be able to travel and work irregular hours. Access to reliable transportation; possess valid driver's license and have adequate insurance.

[WORK ENVIRONMENT:]

The demands described here are representative of those that must be met by an employee to successfully perform the job functions. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential job functions.

Physical Demands: 1) employee is frequently required to stand, walk, sit, bend; 2) occasionally required to lift and /or move up to 20 lbs.

Tools & Equipment Used: a) iPads, iPhones, laptop computers, projectors, copy/scanner machine, computer; b). Be able to scan documents and encrypt documents as necessary c) first aid equipment, fire extinguisher. Usage varies by position.

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