

Operation ABLE of Greater Boston, Inc.

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www.OperationABLE.net



TITLE: Employer Account Representative

REPORTS TO: Chief Program Officer

Summary

With supervision, develops and manages relationships with employers. Serves as agency liaison to Operation ABLE Employer Advisory Committee (EAC). Contacts and meets with employers to market ABLE services with a priority of placing program participants into internships and unsubsidized employment. Works with employers to collect job postings for ABLE clients and coordinate employer workshops, panels, and recruitment sessions. Provides a full continuum of job search assistance services in-person, via Zoom, via phone, and via email to clients who are unemployed, in job transition, and/or are economically disadvantaged.

Essential Job Functions

- Develops new employer accounts and deepens existing employer relationships with ABLE. Develops and implements creative strategies for identifying potential employer partners. Identifies potential employer accounts through agency program managers and employment specialists, local labor market information, networking, and marketing efforts.
- Contacts local employers to market ABLE services focusing primarily on candidate screening and referral for internships and employment. Maintain regular contact with job sites for issues regarding participant progress. Serve as liaison and troubleshooter during job placement, hiring and orientation process and post-placement period. Ensures that required follow-up reporting is executed and completed.
- Serves as agency liaison to Employer Advisory Committee. Coordinates bi-monthly Employer Advisory Committee meetings. Schedules student presenters and contacts employer members to ensure attendance. Prepares clients for presentations to ABLE's Employer Advisory Committee (EAC). Contacts employers to build EAC membership.
- Recruits guest speakers for Friday student workshops from the Employer Advisory Committee (EAC), ABLE partners and other sources. Speakers will be scheduled in coordination with the Program Manager to ensure subject matter is aligned with program job search curriculum.
- Develops and shares job postings with agency program managers and employment specialists. Provides follow-up with employer accounts on job postings and other services. Ensure that placements resulting from job postings are entered in employer account database.
- Manages employer accounts by providing services, or coordinating the provision of service, in a timely fashion. Monitors and ensures customer satisfaction of Employer Services accounts and promotes high-quality customer service for employers throughout the agency. Conducts employer satisfaction surveys on a regular basis.

- Works closely with agency staff who work with employers, including Senior Staff, Program Managers and Employment Specialists.
- Assess and determine clients' job search readiness and job readiness.
- Provides job search assistance to program participants. These services include resume writing, development, and editing; online applications; cover letter development; networking and job search strategy development; interview coaching and debriefing; and, coaching to build confidence and self-esteem. Services are provided through one-to-one appointments and through workshops.
- Assist clients in initial short-term and long-term goal setting, job search action planning, career planning, and educational planning to provide and/or refer to internal and/or external services to support job attainment, skills upgrades, and career advancement.
- Refers participants to available job openings and conducts follow-up with employer and job seeker.
- Prepare, maintain, and organize clear, accurate, complete, and up-to-date documentation, files, records, and reports on clients, service delivery, and outcomes.
- Performs other special projects as requested.

Knowledge/Skills/Experience Required

3-5 years of work experience in human resources, job development, or job placement
 Knowledge of Boston area labor market and industries
 Experience making persuasive presentations to individuals and small groups
 Interpersonal, communication and organizational skills
 Project and relationship management skills
 Ability to work as part of a team
 Computer literate

Education Required:

BA/BS in Business, Human Resources or equivalent

Mental Demands:

Reading	Verbal communication
Detailed work	Written communication
Confidentiality	Multiple concurrent tasks
Problem Solving	External contacts
Language	Math
Training	

Special Work Conditions:

Occasional evening and weekend hours required
 Frequent local travel required

Operation ABLE of Greater Boston, Inc. will recruit and select persons in all positions to ensure a diverse and inclusive climate without regard to race, religion, sex, sexual orientation, veteran status, color, political affiliation, creed, national origin, marital status, or any other status as protected by federal, state, and local laws. Operation ABLE of Greater Boston, Inc. welcomes applications from individuals with disabilities and will make reasonable accommodations for interviews and for service upon request.

Please send resume and cover letter to:

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