North End Community Improvement Collaborative, Inc.

Position: Staffing Specialist, Temp2Higher
Reports to: Staffing Manager
Exemption Status: Non-Exempt
Floating Holiday Schedule
Revision Date: 05.13.2020

Summary: This Staffing Specialist position for the North End Community Improvement Collaborative dba Temp2Higher is responsible for recruiting, interviewing, and placement of temporary associates for local business and organizational customers. The specialists should also have a working knowledge of the organizational goals and objectives of NECIC. The Business Manager and/or Executive Director may assign other duties as necessary for the successful operation of this staffing division.

Responsibilities:

- Interview and identify candidates for temp-to-hire placement with area employers
- Conduct pre-employment screenings and background checks
- Recruit new job candidates using job boards, social media and other proactive actions.
- Lead client-specific on-boarding and training sessions to prepare candidates for job start
- Respond to client requests for staffing needs
- Assist clients with associate matters as needed, including coaching/counseling
- Maintain appropriate employee records, including attendance and discipline within the APS.
- Build and foster respectful professional relationships with candidates and clients
- In rotation for call-offs and early morning arrival checks (1 week at a time)
- Lead group interviews weekly.
- Assist in identifying and referring individual job seekers facing barriers to appropriate staff or organization contacts for further services.
- Develops new client relationships and maintaining existing relationships with employers/customers.
- Responsible for achieving budget and organizational goals by effectively leading sales and service activities.
- Provides excellent customer service to all business clients.
- Ensures proper documentation and onboarding for all business clients. All required records are properly stored in the business clients file (Tracker) including but not limited to: signed contract, BWC rates, job descriptions, client policy sheet, Markup/Pay/BWC sheet, safety training provided by the client.
- Ensures proper documentation of all sales and lead activity. All potential leads/contacts will be stored in Tracker including all contact information and past conversations/lead activity.
- Makes recommendations to the Staffing Manager to enhance or expand new lines of business or customer offerings.
- May work with other organizational partners to effectively communicate the workforce challenges to local employers and to ensure that NECIC/T2H are informed of relevant employer concerns.
- Adheres to NECIC’s board approved fiscal and personnel policies and procedures.
- Maintain a positive presence in the community including representing NECIC/Temp2Higher on boards, committees, workgroups and task forces, job fairs, etc. including Richland County Safety Council, Regional Manufacturing Coalition.
- Coordinates our safety training and communications for all associates. Ensures the safety training at orientation and ongoing is relevant to the job duties of our associates.
- Conducts at least annual walk throughs of our jobsites to ensure the environment is safe and appears to be following applicable regulations/laws.
- Works closely with our BWC and Careworks safety consultants to understand applicable OSHA regulations, safety training and business client safety records bringing any safety concerns to Manager and Directors immediately.

**Required Skills:**

- Sales Experience—preferably outside sales
- Excellent computer skills; preferably experience with APS or CRM and/or Microsoft Office 365.
- Excellent oral and written communication skills
- Works well independently or with a team
- Attention to detail
- Professionalism and courteous to all jobseekers
- Comfortable working with diverse populations

**Minimum Qualifications**

- High School Diploma
- 2 years HR or staffing or recruiting experience
- Valid Ohio Driver License
- Computer Literacy including familiarity with APS or CRM systems

**Preferred Qualifications**

- Familiarity with NECIC & North End Community Economic Development Plan
- Outside sales experience
- Microsoft Office 365 Experience
- Bachelor’s Degree