



CAPITAL WORKFORCE PARTNERS

POSITION DESCRIPTION

Business Service Lead

Full Time: 1 Union Place & the American Job Centers

Now Hiring! **Business Service Lead**

Location: Hartford

Schedule: Monday - Friday 8:30 am – 5:00 pm

This is an on-site, 5 days a week position based out of Hartford, CT

What's In It for You:

- Compensation: \$75,000 to \$80,000.00
- 401(k), Insurance and benefits packages including Medical, Dental, and Vision
- The company paid time off and holidays offered.

Who we are:

CWP is a non-profit organization that helps individuals overcome barriers and sharpen skills needed to succeed in future employment. We assist with a wide range of programs for both youth and adults to develop sustainable career paths as they enter the workforce. We champion 7 core values that drive our operation to success: Support, Creativity, Diversity, Positivity, Collaboration, Transparency, and Trust.

JOB SUMMARY: The Business Services Lead will supervise a team of business services representatives responsible for helping participants in various Connecticut workforce development programs obtain high-quality employment outcomes. In addition to providing team leadership, project oversight, and performance management, the lead will cultivate strong businesses partnerships, develop job leads, and providing a range of business services that yield strong matches between job seeker and business customers.

JOB SPECIFIC DUTIES AND RESPONSIBILITIES:

Team Lead Responsibilities

- Provide strong leadership and direction to a small team of business services representatives, fostering a collaborative and inclusive work environment.
- Mentor and develop team members by offering regular feedback, identifying growth opportunities, and facilitating professional development initiatives.
- Monitor team performance against set objectives, implementing strategies for continuous improvement.
- Conduct performance evaluations, address issues promptly, and promote best practices to enhance overall team performance and achieve exceptional results.
- Provide implementation support to a range of business engagement activities, projects, and events.

General Business Services Responsibilities

- Assume primary responsibility for job placement for all program participants, meeting or exceeding assigned program goals related to job placement and employment retention.
- Develop business and industry partnerships as needed by CWP and various workforce development programs in North-Central Connecticut.
- Prospect for new employers in assigned territory and/or industry sectors.
- Maintain existing employer relationships via regular in-person, phone, virtual and email contact.
- Develop and fulfill job orders from employers that are aligned to jobseeker qualifications and program performance goals.
- Implement business services including job placement, recruitment events, on-the-job training (OJT), incumbent worker training (IWT), and subsidized employment as required by programs.
- Collaborate closely with program staff, including case managers and career advisors.
- Develop and maintain industry knowledge (e.g. major employers, labor market information, career pathways, and training programs) for one or more priority industry sectors, including healthcare, manufacturing, IT/tech, and transportation, distribution, and logistics (TDL).
- Use software, including ETO and CT Hires, to track business contacts, services, job referral outcomes and other activities.
- Represent CWP at a variety of public forums, business and community events, and conferences.

“JOB SPECIFIC” COMPETENCIES, SKILLS AND ABILITIES:

- Experience in, or knowledge of workforce development programs and strategies.
- 2+ years of previous supervisory experience preferred.
- Relevant experience in business engagement and/or recruiting
- Excellent Interpersonal Skills, oral and written communication skills
- Sales or entrepreneurial experience
- Ability to meet deadlines and goals
- Experience with Microsoft Office applications
- Ability to work with diverse groups

EXPERIENCE & EDUCATION:

- Bachelor’s degree, or 5 years relevant full-time work experience, or an acceptable combination of related education and experience.

SPECIAL WORKING CONDITIONS:

- Fast paced work environment with multiple priorities and frequent deadlines.
- Requires local travel and occasional regional/national travel.
- Must have reliable transportation, current motor vehicle driver’s license, and auto insurance.

Compensation: Upto \$80,000 including participation in medical, dental and optical benefits. Up to 5 weeks’ vacation per year (pro-rated based on start date, 3% employer contribution to Safe Harbor 401k plan after 6 months of employment, and free parking!