

Workforce Connection: Employer Relationship Lead

The Employer Relationship Lead role on the Workforce Connection team builds long-term, trust-based relationships with Cincinnati Works' Employer partners through a focus on exceptional customer service to address Employer needs. The primary responsibility of this role is to create positive and engaging experiences with CW services that Employers can directly link to their own business success.

Success in this role will depend on the person's ability to build trusting relationships quickly with business executives and demonstrate an understanding of the pain points and needs in their business. Eventually, the person in this role should be able to identify patterns within an organization and across organizations, allowing this person to anticipate Employer needs.

Timely follow-through and clear, open communication will be critical to make sure Employer contacts are informed and avoid surprises. The person in this role needs to be able to handle and defuse difficult conversations with a constructive, customer-focused mindset, particularly when Employers raise and escalate issues. This role also requires a strong collaborative spirit and a person who can prioritize competing tasks and manage complexity of several initiatives happening at once with different internal and external stakeholders. The person in this role will need to be comfortable working independently and make sound decisions with integrity.

This role will report to the Workforce Connection Director of Business Development & Employer Relationships.

Responsibilities

Serve as **primary point of contact** for a segment of CW's Employer relationships, ensuring that we follow through on our commitments, help them achieve their goals, and create an excellent overall experience partnering with CW

- Maximize **Employer satisfaction** with our services by troubleshooting issues in a timely manner and discovering new areas to solve problems and create opportunities
- Maintain **regular communications cadence** with existing Employers, providing them with relevant information and updates
- **Monitor results of CW interactions with Employers** to evaluate success; this may include collecting Employer data (e.g. Member employment verification, etc), conducting quantitative analysis, delivering surveys, or performing other qualitative assessments
- Support the development and delivery of **new tools, events and/or content** that drives Employer engagement, which could include social media posts, customer newsletters, blogs, etc
- **Identify additional job lead opportunities** at Employers that CW may be able to provide its Members beyond those that have explicitly been provided from the Employer.
- **Monitor contract terms and renewal** dates, ensuring timely invoicing and resolving any discrepancies
- **Collaborate with the Workforce Connection Team** by sharing inputs from Employer experience and translating those into new ideas for how CW can support employer needs consistent with CW's mission and WC team strategy

Expectations

- Integrity: Do the right thing at all times; build trusting, long-term relationships with team and employers, even when it means sacrificing short-term gain
- Relational: Build positive relationships both within the team and externally; understand and navigate stakeholder dynamics; create leverage through other individuals and organizations in the community
- Decision Making: Understand options and trade-offs, make constructive recommendations
- Collaboration: Across Cincinnati Works departments and functions, particularly with External Relations and Workforce Development Team
- Communication: Be transparent and clear; request clarification assumptions and uncertainties; ensure Account Managers and Team Leadership is regularly informed of progress and involved in critical decisions
- Strategy: Clarify any uncertainty on priorities and intended outcomes; focus on value
- Data-driven innovation: Use evidence to inform decisions and new ideas
- Entrepreneurial: Take ownership of work and Employer relationships
- Growth Mindset: Educate yourself on factors influencing Employers and CW, including
 - External (macro): Understand trends in labor markets, both globally and locally
 - External (micro): Understand 360-degree view of business context, including partners and competitors
 - Internal Business: Align daily work with WC business priorities and operational model

To apply, send an email to HR@cincinnatiworks.org with “Employer Relationship Lead” in the subject line and include a cover letter, resume and salary expectations.

About Cincinnati Works: Cincinnati Works is a nonprofit organization that brings hope and encouragement to people living in poverty through a network of comprehensive employment services and employer partnerships. Founded in 1996, the organization has helped thousands of job seekers below the federal poverty level find employment and work toward economic self-sufficiency. Upon stabilization and retention of the job, coaching services are provided to enable Members to advance to higher paying jobs. Please visit cincinnatiworks.org for more information.