

## **Cincinnati Works: Director of Employer Partnerships**

**Organization Overview:** Cincinnati Works (CW) is a workforce development nonprofit with the mission to eliminate poverty through employment and, over the last 25 years, has become one of the region's leading and most respected non-profits.

We achieve our mission by providing free life-long coaching, employment opportunities, and wraparound support services to anyone willing and able to work and living below 200% of the federal poverty (we call them Members). We are a results-driven organization that builds deep and trusting relationships with both Members and employers.

We are looking for people who are curious, collaborative, action-oriented, and passionate about our mission.

**Role Summary:** CW is hiring for a Director of Employer Partnerships role. CW seeks to be a trusted partner with employers by providing high-value services for their front-line workforce. Employers have always played a crucial role in CW's model and are a second customer alongside our Members, helping to ensure their short- and long-term success. Recently, CW formalized its employer services as a social enterprise and is now building a professional account management function to ensure the long-term success of those partnerships.

This role will have three primary leadership responsibilities:

1. Design, build, and run CW's Employer Relationship capability, including the tools, processes, and systems that will produce a consistent and high-quality experience across CW's portfolio of employer partners from intake to on-going engagement.
2. Manage all aspects of CW's highest value partnerships, including account launches, new initiatives, checkpoint meetings, troubleshooting, etc.
3. Build, develop, and lead a team of account managers that is highly motivated and engaged with clear expectations, priorities, and goals.

To be successful, the person in this role will need to be an excellent communicator, collaborative, proactive, detail oriented, highly engaging with strong EQ, and able to talk credibly with senior business leaders on topics related to their workforce.

### **Priority Skills and Experience**

- 7+ years of relevant work experience from fields including (but not limited to), human resources, human/social services, and/or professional services
- 3+ years of management or leadership experience, setting and delivering on a plan and a budget
- Experience hiring, developing, and leading a team
- Track record of excellence managing business customer relationships (CRM) or accounts
- Ability to work independently and manage through ambiguity
- Ability to prioritize and manage multiple streams of work and competing demands
- Comfort working with technology and finding insights from data

### **Other Skills and Experience**

- Process development, implementation, and continuous improvement
- Familiarity with HR processes and policies, particularly around hiring practices
- Familiarity with the culture of poverty and working-class to understand the needs and behaviors of those populations
- Passion for a career in human services and workforce development

### **Salary and benefits**

- Salary commensurate with experience and education.
- Benefits include health care plan, 401k plan with employer contribution, parking allowance, paid time off.