



**2023 Request for Proposals (RFP) for Temporary Labor Services**

**August 18, 2023**

**QUESTIONS AND ANSWERS**

**Comment:** C2 GPS has issued Amendment One adding the Permian Basin Region (Midland, Odessa) to the targeted list for RFP Temporary Labor staffing. Please add and mark the Permian Basin region in the Table in Section 5, pg. 21 and Attachment A, pg. 24 if you are including the region in your proposal.

<b>Workforce Solutions Alamo</b>	
<b>Workforce Solutions Capital Area</b>	
<b>Workforce Solutions Golden Crescent</b>	
<b>Workforce Solutions Lower Rio Grande</b>	
<b>Workforce Solutions Tarrant County</b>	
<b>Workforce Solutions Coastal Bend</b>	
<b>Workforce Solutions Southeast Texas</b>	
<b>Career Source Brevard Florida</b>	
<b>Career Source Capital Region Florida</b>	
<b>Workforce Solutions Permian Basin</b>	
<b>Other Regions That May Be Added</b>	

**Question 1:** Would you be able to provide a fillable copy? The attachments say “Click here to enter text.” on each line but are not editable – are we able to edit via word instead, or do updated formats need to be provided?

**Answer 1:** The RFP with Attachments in Word editable format may be found on the C2 GPS website: <https://www.c2gps.net/>

**Question 2:** On page 4, does “Pre-screening applicants prior to referral for the job” include drug testing and background checks? If so, are they at the staffing agency’s cost?

**Answer 2:** All temporary labor are required to be drug tested (5 panel) and background checks performed, the proposer will need to include all proposed costs and explain what the cost includes in the Price/Cost Reasonableness Criteria response.

**Question 3:** At what point in the process do the drug screens and background checks need to be conducted? Prior to referral for the position, at time of submitting their resume, after interviews have been conducted by the agency and C2, or upon job offer?

**Answer 3:** Vendors should describe the proposed process for drug screening and background checks realizing that C2 requires temporary labor to pass a drug screen and background check before placement.

**Question 4:** On page 4 of the RFP, does “...within a reasonable time frame prior to start date of assignment,” pertain only to the employment reference checks or verifying national background checks **and** employment reference checks? Please define “reasonable time frame.”

**Answer 4:** It is the desire of C2 GPS to select vendor (s) that will provide temporary labor referrals for the position not to exceed three business days from the date of the request, with the realization the time frame would be negotiated depending on the position requested.

**Question 5:** Is C2 willing to work with the agency to make sure we understand the qualification expectations of candidates? This question is specifically referring to the candidate’s ability to demonstrate excellent verbal and written communication, possesses word processing and spreadsheet software skills, and has problem solving/critical thinking skills.

**Answer 5:** Yes, C2 will work with the selected agency (s) to help ensure the expectation about qualifications of candidates and the needed Knowledge, Skills and Abilities required for the position is mutually understood.

**Question 6:** Does C2 expect the agency to issue skills assessments? If so, which specific skills would you like us to focus on by issuing assessments to the candidates?

**Answer 6:** Proposers should describe how they will determine which candidates would be referred for the positions and general qualifications noted on pg. 3 Section 1.2 Purposes and Services Solicited in the RFP.

**Question 7:** It is understood that the agency is required to ensure a national background check for at least 7 years is conducted. How many aliases is the agency required to run on each applicant?

**Answer 7:** All Aliases

**Question 8:** On page 5, it says “preference will be given to organizations that can provide payroll electronically and allow customized options to review and verify payroll.” What is meant by review and verify? What is C2’s process for reviewing and verifying payroll? What specifications would need to be included in customized reports?

**Answer 8:** C2 reviews and verifies for completeness and accuracy all invoices submitted by temporary labor providers prior to processing payments. The review process includes verification of invoiced hours to the related documentation of hours worked each day. The payment to the temporary labor staff (payroll) and what is required from the Federal, State and local governments regarding the payroll is the responsibility of the selected vendor. Proposers should describe their payroll process and how the payment will be made to the temp labor staff; i.e. electronically or other.

**Question 9:** What is the anticipated spend for this contract over 5 years for Coastal Bend and Golden Crescent?

**Answer 9:** The need may vary by region; therefore, the anticipated cost will vary. Over the last 5-year period, on average, the total amount of temporary labor cost was between \$100 to 350K.

**Question 10:** Does C2 expect the agency to run education verifications for each applicant or temporary employee?

**Answer 10:** C2 expects referrals from selected vendor (s) that meet the qualifications noted in Section 1.2, proposers should describe how this will be done in their response.

**Question 11:** How frequently will temporary employees' timesheets be submitted to the agency and at what frequency does C2 expect the temporary employees be paid? Weekly, bi-weekly, etc.?

**Answer 11:** See RFP pg. 8 Section 2.2 - Payment for contracted services will be reimbursed by submitting an invoice with proper documentation bi-weekly for costs incurred during the previous two weeks. The invoice will be submitted to the C2 GPS fiscal department for payment. The invoice will be paid within two (2) weeks of receipt of complete and accurate information.

**Question 12:** If new areas are added to the bid by C2, is the agency allowed to decline an area?

**Answer 12:** See pg. 21 Section 5 - Proposers should indicate the workforce region(s) proposed to provide Temporary Labor Services and indicate whether you are interested in providing temp labor services when regions are added, all contracts are subject to negotiations.

**Question 13:** Do the Business Recruiters and Liaisons have the same responsibilities of a Sales or Business Development position?

**Answer 13:** See attached job descriptions

**Question 14:** Will any of the temporary employees be required to travel? If so, how, and where will they be traveling? Would temporary employees be required to use their own or company owned vehicles during work hours while on assignment?

**Answer 14:** For each region, there are multiple workforce center sites, temp labor may be placed in centers where local travel may be required, mileage will be reimbursed at the state or Workforce Board approved rate.

**Question 15:** If traveling is required, will per diem be issued to the temporary employees?

**Answer 15:** Mileage will be paid at the state rate. Per diem travel will not be required.

**Question 16:** Is C2 global considering direct hire positions, temporary, and temporary to hire positions?

**Answer 16:** C2 will consider direct hire positions, temporary, and temporary to hire positions. Pricing must be clearly provided for each proposed service. Pricing should include details such as direct hire fees, minimum number of hours worked prior to C2 GPS hiring as permanent

employees without being subject to a conversion fee, and conversion fee for C2 GPS hiring prior to minimum number of hours worked threshold.

**Question 17:** Per 5.3(2) “Describe your direct hire process and cost including temporary to permanent hire fees.” Does C2 consider direct hire and temp to hire to be the same thing?

**Answer 17:** The proposer should provide pricing for both services if these services are being proposed. Pricing should include details such as direct hire fees, minimum number of hours worked prior to C2 GPS hiring as permanent employees without being subject to a conversion fee, and conversion fee for C2 GPS hiring prior to minimum number of hours worked threshold.

**Question 18:** Would the agency be allowed to use C2 Global’s name in our advertising for these positions?

**Answer 18:** No, because temp labor are not part of our permanent staff.

**Question 19:** In the RFP, when Account Manager(s) is mentioned, does that refer to the agency’s Recruiters?

**Answer 19:** Assuming you are referring to Attachment C Certification Regarding Conflict of Interest, yes, it refers to Managers that are employed with your company.

**Question 20:** What is the anticipated average length of time for temporary assignments?

**Answer 20:** The temp labor demands for each region vary and may change throughout the year, in the past we have had some assignments as short as 3 to 4 weeks and other assignments that have lasted 2 to 6 months.

**Question 21:** Location/address

**Answer 21:** See pg. 7 Section 2.1 of the RFP – Targeted Areas include: Lower Rio Grande Valley (McAllen-Edinburg-Mission MSA), Tarrant County (Fort Worth MSA), Capital Area (Austin MSA), Alamo (San Antonio MSA), Golden Crescent (Victoria MSA), Coastal Bend (Corpus Christi MSA), Southeast Texas (Beaumont-Port Arthur MSA); in Florida, CareerSource Brevard (Palm Bay-Melbourne-Titusville MSA), and CareerSource Capital Region (Tallahassee MSA) and the *Permian Basin Region (Midland Odessa)*.

Please note Amendment One adding the Permian Basin region to the list that is targeted for this RFP.

**Question 22:** Positions/Job Descriptions:

**Answer 22:** See attached job descriptions

**Question 23:** Is this a new contract or a re-bid on an existing contract?

**Answer 23:** C2 is required to procure every four to five years, the renewal period for existing contracts has been exhausted, this RFP will result in new contract (s).

**Question 24:** If this is a re-bid, who are the current vendors? What is their pricing?

**Answer 24:** This RFP will result in new contract (s). Proposers should describe their pricing/cost in their response.

**Question 25:** On Attachment D, Disclosure of Interests: It asks in question #1 that we name any non-managerial employees having a 10% or greater interest in our company. Is this only relevant if the non-managerial employees are C2 GPS employees? Question #2 asks about managerial employees of C2 GPS.

**Answer 25:** Yes the Disclosure of Interest should identify any managerial or non-managerial employees that are employed with C2 that have an ownership interest of 10% or more in the Temp Labor company.

**Question 26:** What is the estimated contract value by location?

**Answer 26:** The need may vary by region; therefore, the anticipated cost will vary. Over the last 5-year period, on average, the cost was between \$100 to 350K.

**Question 27:** What amount has been spent by location over the last fiscal year?

**Answer 27:** The need may vary by region; therefore, the anticipated cost will vary. Over the last 5-year period, on average, the cost was between \$100 to 350K.

**Question 28:** How many vendors are you currently utilizing?

**Answer 28:** Currently C2 contracts with 8 Temp Labor Vendors

**Question 29:** How many vendors are you expecting to select?

**Answer 29:** It depends on the submission of proposers, C2 reserves the right to contract with multiple vendors.

**Question 30:** Please provide a breakdown of annual spend per region.

**Answer 30:** The need may vary by region; therefore, the anticipated cost will vary. Over the last 5-year period, on average, the cost was between \$100 to 350K.

**Question 31:** Please clarify whether you want us to provide temp staffing services or just payrolling services? Or both?

**Answer 31:** This RFP is soliciting for temp labor staffing.

**Question 32:** Are there any current issues you are having that you would like to see resolved through this RFP?

**Answer 32:** No

**Question 33:** What is the most important criteria that you will use to make a vendor selection?

**Answer 33:** All noted Criteria found on pg. 20 Section 4.2 indicate the weighted points for each Criteria that will be used to rank proposals.

**Question 34:** Does this venture require Bonding?

**Answer 34:** See pg. 9 Insurance Requirements - Bond or Errors and Omission Insurance that indemnifies C2 GPS against loss arising from a fraudulent or dishonest act of the selected vendor's temporary staff assigned to this contract.

**Question 35:** What is the anticipated cost of this venture?

**Answer 35:** The need may vary by region; therefore, the anticipated cost will vary. Over the last 5-year period, on average, the cost was between \$100 to 350K.

**Question 36:** If this is not a new venture, what was the previous costs for these services?

**Answer 36:** This RFP will result in a new contract (s), proposers should describe their proposed cost in their response.

**Question 37:** Are bidders required to have an office in a certain radius?

**Answer 37:** Office locations do not have to be in a certain radius; however, the proposer, if they propose a location where they do not have office locations should describe how they propose to provide referral staff that are located in the applicable region.

**Question 38:** How many temporary positions need to be filled?

**Answer 38:** Varies from region to region, depending on the region, temp labor has ranged from two to forty-seven per year in the past.

**Question 39:** How many temporary employees are needed to fill these roles?

**Answer 39:** Varies from region to region, depending on the region, temp labor has ranged from two to forty-seven per year in the past.

**Question 40:** What are the pay rates or does vendor determine pay rates?

**Answer 40:** See pg. 4 Section 1.2 - C2 GPS temporary staffing classifications include Administrative/Professional Occupations with average salaries such as, but not limited to: Customer Solutions Representatives (\$19.23), Business Recruiters and Liaisons (\$21.38), and Career Counselors (\$20.67).

**Question 41:** Are vendors required to bid to fill all positions?

**Answer 41:** Yes, if selected the proposer is required to fill all required positions for the targeted region.

**Question 42:** Are there specific certifications or state registrations required to bid on this venture?

**Answer 42:** Proposers should be familiar with federal, state and local requirements for employers proposing to provide temp labor services.

**Question 43:** Are vendors able to acquire state certifications directly following being awarded this contract?

**Answer 43:** Prior to the beginning of the contract, vendors must be eligible to do business in the selected state(s) and possess all required certifications/permits and other relevant and required documents to provide the services sought in this RFP.

**Question 44:** What is the anticipated award date for this contract?

**Answer 44:** See pg. 16 Section 3.1 Procurement Timeline – contract to be established to start on October 1, 2023.

**Question 45:** What is the spend for temp staffing at each workforce location?

**Answer 45:** In the past, the estimated amounts spent on Temporary Labor by different workforce regions ranged from \$100,000 – \$350,000.

**Question 46:** What is the anticipated headcount for each workforce location?

**Answer 46:** Varies from region to region, depending on the region, temp labor has ranged from two to forty-seven per year in the past.

**Question 47:** If multiple vendors are anticipated, how will the workload be divided up?

**Answer 47:** The option for multiple vendors will be determined based on the submission of proposals for each region, selected vendors will participate in contract negotiations to determine workloads.

**Question 48:** *“C2 GPS is soliciting responses for Temporary Labor Services from organizations that can provide qualified temporary labor payroll and worker referral services”* - What is the difference between “qualified temporary labor payroll” and “worker referral services”?

**Answer 48:** This RFP is for Temp Labor Services only.

**Question 49:** Will the Temporary Service be providing payroll for C2 GPS Employees?

**Answer 49:** No, this RFP is for Temp Labor Services only.

**Question 50:** Will the Temporary Service be recruiting then referring Associates to C2 GPS?

**Answer 50:** No, the selected Temp Service agency will be making the referrals to C2 GPS.

**Question 51:** What is the estimated volume by Region and by position?

**Answer 51:** Varies from region to region, temp labor has ranged from two to forty-seven per year in the past.

**Question 52:** Will C2 GPS accept electronic timecard process and reporting?

**Answer 52:** Proposers should describe what is proposed in the timecard process and reporting in the applicable Criteria response.

**Question 53:** Record Retention: What is the protocol for states that do not allow a third party to access individual employment files and records?

**Answer 53:** C2 GPS, its funding sources and their monitors/auditors must have access to any and all records related to this RFP.

**Question 54:** Item 2:2: C2 GPS will reserve the right to vary or change the terms of any contract...as deems necessary. - Will the Temporary Service be able to adjust bill rates in the event federal, state or local payroll, workers compensation or healthcare costs increase over the term of the contract?

**Answer 54:** All adjustments in rates and other are subject to contract negotiations.

**Question 55:** Please be more specific about the expectations for the Temporary Service required to help develop the job descriptions with specific duties, skills and ability for each position. Are these new positions that need to be developed?

**Answer 55:** No, the job descriptions are established, the mutual understanding of expectation of knowledge, skills and abilities for the positions will be communicated when request is made so the selected vendor can refer quality candidates.

**Question 56:** Is "prevailing wage" the resource used to identify pay rates?

**Answer 56:** See pg. 4 Section 1.2 - C2 GPS temporary staffing classifications include Administrative/Professional Occupations with average salaries such as, but not limited to: Customer Solutions Representatives (\$19.23), Business Recruiters and Liaisons (\$21.38), and Career Counselors (\$20.67).

**Question 57:** Is there a requirement for the Temporary Service to execute certified payroll?

**Answer 57:** This RFP is for Temp Labor Services only.

**Question 58:** Will C2 GPS accept an increase in pay rate if the stated pay rate is below market?

**Answer 58:** All conditions of pay rate and others for the contract are subject to negotiations.





<b>Job Title:</b>	<b>Career Advisor I (CA)</b>	<b>Department:</b>	<b>Program Solutions</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-06</b>

#### **JOB SUMMARY:**

The **Career Advisor I (CA)** is a pivotal role on the team. The CA provides career counseling and coaching to help customers enhance their training and professional skillset to obtain employment in their desired field. The CA expands job seeker employment opportunities through career exploration strategies and directly impacts C2 GPS' mission success.

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#### **ESSENTIAL FUNCTIONS:**

- Provides comprehensive career assessments (including professional level customers and to individuals with substantial barriers to employment) to determine occupational interests and aptitude. Identifies training and development needs, current level of vocational skills, employment history, interests, and abilities to assist jobseekers in understanding career options based on their long-term career goals.
- Influences and empowers job seekers and program participants to find employment. This includes recommending helpful workforce programs and services at the local, state, and federal level that customers are eligible to participate and enroll in. Conducts intake process and completes program eligibility for grant funded programs.
- Guides job seekers through the career development & exploration process. Helps determine occupational interests and abilities using a wide range of workforce tools, such as aptitude assessments, interviewing techniques, resume writing, and other career planning services.
- Provides useful and relevant labor market information to include, but not limited to, opportunities, qualifications, and expected pay in various industries to help customers develop actionable and realistic career goals.
- Educates participants on job search skills and industry trends to get them prepared for employment. Uses electronic and other resources to help customers make career and job search decisions. Directly assists jobseekers with resume development, simulated mock interviews, and developing successful job search strategies.
- Provides information regarding training opportunities and educational/training vendors based on jobseeker interest. Also provides customer information on other financial aid and scholarships available.
- Refers participants to training opportunities (occupational skills training, work-based training, apprenticeship) for employability skills and other professional development opportunities.
- Prepares & submits Individual Training Account (ITA), work-based training requests, and/or supportive service requests timely.

- Continuously evaluates customers' needs and provides referrals/connections to internal or external support services to help overcome challenges and obstacles that could undermine the jobseekers' academic or career success.
- Maintains continuous contact with customers in caseload to provide on-going career services, case management, career advising, and regularly monitors progress to ensure completion of academic or occupational goals.

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Approval Date / Revision Date : 09/27/2021



- Develops constructive and cooperative working relationships with internal team members, the public and external partners.
- Partners with business solutions unit within career centers to help identify employment opportunities for participants.
- Proactively screens and refers participants to job opportunities they are qualified for with focus on training-related development.
- Proactively seeks ways to improve workforce services to meet labor market needs.
- Manages customer information and enters required data (service codes and case notes) into the management information system(s) in a timely manner.
- Performs other duties as assigned and fulfills responsibilities as required.
- Ensures that case files meet/exceed all local, state, and federal quality assurance requirements.

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#### **KNOWLEDGE / SKILLS / ABILITIES:**

- Knowledge of workforce development, economic development, and project management.
- Knowledge of effective conflict resolution practices, or individual case management and career counseling.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Able to work with diverse customers with unique needs and communication styles.
- Can effectively handle or resolve stressful or challenging situations with difficult customers. Is sensitive to customer needs and feelings and demonstrates concern for others.
- Excellent case management, analytical and critical thinking skills.
- Excellent verbal and written communication skills.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.



<b>Job Title:</b>	<b>Customer Solutions Representative (CSR)</b>	<b>Department:</b>	<b>Customer Solutions</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-02</b>

**JOB SUMMARY:**

The **Customer Solutions Representative (CSR)** is crucial to achieving our mission. The CSR builds relationships with customers to access workforce services within the Career Centers and through referrals to our community partners.

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**ESSENTIAL FUNCTIONS:**

- Communicate with customers by telephone, virtually, or in-person to assess customer goals, provide information and assist job seekers transitioning to a new position.
- Review and identify job opportunities for customers and provide referrals to qualified candidates.
- Provide and advise customers on the local job market, employment services and resources, educational opportunities, and other available services to include resume development, application completion, interview techniques and proper dress attire.
- Develop constructive and cooperative working relationships with internal team members, the public and external partners.
- Actively seeks ways to improve workforce services to meet labor market needs.
- Contributes to the Career Center performance goals, including customer service and following-up with workforce center customers.
- Performs other duties as assigned and fulfills responsibilities as required.

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**KNOWLEDGE / SKILLS / ABILITIES:**

- Previous knowledge of workforce development or career counseling services is helpful.
- Knowledge of the local communities being served and understanding labor market and resources.
- Able to learn and use computers, systems, and programs such as word processing, and spreadsheets.
- Exceptional customer service and interpersonal skills.
- Able to work with diverse customers with unique needs and communication styles.
- Can effectively handle or resolve challenging situations and difficult customers. Is sensitive to customer needs and feelings and demonstrates concern for others.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented. Able to multi-task and learn different systems/platforms, and diverse programs and services offered to customers.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.

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**EDUCATION AND EXPERIENCE:**

- High School Diploma or GED required.
- Associates or undergraduate degree preferred.
- Previous related workforce experience strongly preferred.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish strongly preferred.

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**PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel may be required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



<b>Job Title:</b>	<b>Business Solutions Liaison</b>	<b>Department:</b>	<b>Business Solutions</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-07</b>

#### **JOB SUMMARY:**

A core member of the C2 GPS' workforce center team, the **Business Solutions Liaison** coordinates with local businesses to implement occupational and career services and programs for job seekers and matches employers with skilled workers to meet their workforce needs.

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#### **ESSENTIAL FUNCTIONS**

- Advocates workforce services and promotes workforce programs to chambers of commerce, professional associations, economic development corporations, and similar entities.
- Monitors program effectiveness, identifies opportunities and makes recommendations for improvement to achieve goals and deliverables.
- Performs market research, monitors, and analyzes data to identify industry trends and provide recommendations to management.
- Plans, coordinates, and facilitates hiring events and job fairs for customers and employers.
- Develops positive business relationships with hiring managers to proactively assess staffing needs.
- Provides customers with career counseling and advising, resume and cover letter development, interview preparation, compensation and offer negotiations.
- Ensures participants are registered in state labor exchange systems and resumes are posted and viewable by businesses utilizing the system and assist participants in the labor exchange system.
- Coordinates, attends, and participates in external recruiting events, job fairs, and networking opportunities to keep informed of employment trends and labor market changes.
- Ensure compliance with federal, state, local employment laws and regulations and company policies.
- Performs other related duties as assigned.

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#### **REQUIRED SKILLS/ABILITIES**

- Knowledge of effective management techniques and practices to include planning, strategy development and implementation, assessment of outcomes and accountability.
- Knowledge of applicable policies and procedures to ensure compliance with federal, state, and local guidelines.
- Knowledge of the principles of program planning, design, and evaluation.
- Knowledge of laws, regulations, and best practices applicable to hiring and employment recruiting practices.



- Excellent verbal and written communication skills.
- Ability to learn applicant-tracking software or other recruitment systems.
- Ability to develop strategies and solutions.
- Ability to perform market research, monitor, analyze, and interpret data.

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## **EDUCATION AND EXPERIENCE**

- High School Diploma or GED required.
- Undergraduate degree preferred and one (1) year of relevant experience preferably in workforce development.
- Additional relevant experience may be considered in lieu of education.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish preferred.

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## **PHYSICAL DEMANDS**

Physical requirements include lifting up to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



<b>Job Title:</b>	<b>Business Solutions Recruiter</b>	<b>Department:</b>	<b>Business Solutions</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-05</b>

#### **JOB SUMMARY:**

The **Business Solutions Recruiter** oversees the recruiting and hiring processes for C2 GPS. The Recruiter research, develops, and implements effective recruiting strategies to connect businesses, hiring managers, and qualified professional-level candidates to fill job openings and work-based learning opportunities.

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#### **ESSENTIAL FUNCTIONS**

- Works with businesses seeking professional-level talent and develops close relationships with hiring managers to assess staffing needs and specific, essential details for vacant positions.
- Works closely and collaborates with other team members to identify and develop candidate pools for specific professional level positions.
- Provides customers with career guidance and advising, resume and cover letter development, interview preparation, salary guidance and offer negotiations.
- Ensures participants are registered in state labor exchange systems and resumes are posted and viewable by businesses utilizing the system and assists participants in the labor exchange system.
- Coordinates, attends, and participates in recruiting events, job fairs, and networking events to stay informed of employment trends and labor market changes.
- Performs other related duties as assigned.

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#### **REQUIRED SKILLS/ABILITIES**

- Knowledge of effective sourcing and management practices to include planning, strategy development and implementation, assessment of outcomes and overall accountability.
- Knowledge of applicable employment policies and procedures to ensure compliance with federal, state, and local guidelines.
- Knowledge of the principles of program planning, design, and evaluation.
- Knowledge of the best practices related to employment and training programs and resume and cover letter development.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills.

- Ability to learn applicant-tracking software or other recruitment systems.
  - Ability to develop strategies and solutions.
  - Ability to perform market research, monitor, analyze, and interpret data.
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## **EDUCATION AND EXPERIENCE**

- High School Diploma or GED required.
  - Associates or Undergraduate degree preferred.
  - One (1) year of relevant experience preferably in workforce development.
  - Certified Business Services Consultant™ (CBSC) strongly preferred.
  - Valid driver's license and proof of insurance with good driving record.
  - Bilingual in English and Spanish preferred.
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## **PHYSICAL DEMANDS**

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.