



Business Services Manager

At Opportunity Junction, we believe that everyone who works hard deserves an opportunity to succeed. We help motivated Contra Costa job seekers develop the skills and confidence to launch careers that lead to financial security. The work is intensely rewarding.
www.OpportunityJunction.org

We are seeking a full-time Business Services Manager to join our team with the primary responsibilities of developing and maintaining relationships with employer partners and contributing substantially to employment outcomes for our employment programs. The Business Services Manager serves as an ambassador, both externally with employers and within Opportunity Junction, as a champion for effective employer partnerships.

Our culture is nimble, implementing current best practices and embracing new opportunities while learning from mistakes, and you should be, too. If we can find a better way to serve our job seekers or the employers who hire them, we want to make it happen. The successful candidate must have the ability to build strong relationships, a data-centered focus (we are highly data-driven and data-informed), strong organizational skills, and the ability to work in a fast-paced environment.

Some evening and weekend work is required. Local residents are strongly encouraged to apply. This position reports to the Vice President of Programs. Due to Covid-19, we are not currently working in the office, but plan to return when pandemic conditions allow. This position has the possibility for a flexible work schedule with some days required in the office each week.

The Business Services Manager's responsibilities include:

- Arranging meetings with potential employer partners to market employer services;
- Working with staff to incorporate employer feedback into the programs;
- Working across teams to develop appropriate marketing materials for all employer offerings;
- Using Salesforce to track opportunities and outcomes;
- Attending Chamber and other community events; and
- Such other duties as may be required (we all wear a lot of hats around here).

Key competencies for the position, developed through any combination of education and experience:

- **Relationship building:** Able to establish strong relationships with employer partners, stakeholders, and demographically diverse clients;
- **Accountability:** Willingness to document and accept responsibility for tasks, projects, and outcomes;
- **Teamwork:** Ability to work independently and as part of the team;
- **Technology:** Computer-savvy, with proficiency in Microsoft Word, email, and web applications, including the ability to learn to use Salesforce for data entry and

outcome tracking;

- **Adaptability/Flexibility:** Ability to adjust style and approach according to current organizational priorities and situations; and
- **Communication:** Strong written and verbal skills with ability to calibrate for a variety of audiences. Ability to communicate effectively via email.

SALARY AND BENEFITS: Salary range of \$60,000 – 64,000 including benefits (16 holidays and generous PTO schedule plus medical/dental/vision).

Instructions for Applying:

- Applications will be accepted by email only, addressed to Alissa Friedman (alissa@opportunityjunction.org)
- Use the subject line Business Services Manager.
- Please include only a short introductory email and attach as a Word document (not PDF):
 - Your resume; and
 - A cover letter that demonstrates your qualifications for and interest in this position.