



Director of Business Services

Help shape the future of a dynamic and growing organization that is helping underemployed New Yorkers find career opportunities in the construction industry. Building Skills NY (BSNY) is a not-for-profit that works with developers, general contractors, subcontractors, and New York City's workforce development community to link NYC residents to construction jobs throughout NYC. Our mission is to provide stable employment and career track skills training opportunities for NYC residents interested in construction. The organization is looking to bring on someone who can lead our Business Services team. We are looking for a talented person that can provide results-driven customer service to our employer and industry network, maintain, and build on our existing job pipeline, and manage monthly performance goals. Some traveling to construction jobsites and attending subcontractor meetings is required. The Director of Business Services will report directly to BSNY's Executive Director.

Responsibilities

Programmatic Leadership

- Oversee hiring goals at over 25 construction sites with BSNY's Developer and General Contractor network.
- Utilize strong communication and sales skills to develop new Developer, General Contractor, and subcontractor partners.
- Manage subcontractor network for BSNY to create entry-level and mid-level construction job opportunities.
- Consistent and frequent calls to the BSNY employer network to check in on their hiring needs and generate new job orders. This role will require extensive phone work.
- Develop new employer relationships by scheduling and conduct daily prospecting, colds calls, texts, and face to face meetings.
- Attend regularly scheduled meetings with Developers and General Contractors to review hiring and placements on their projects.
- Drive 25-35 monthly candidate placements.
- Implement strategies to continuously improve program effectiveness and recruiting strategies.
- Early mornings that can start at 5:30 am. Help navigate candidates on their first day to their construction job site. Ensure they arrive on time and are prepared. Check in with the candidate and employer after the first day and provide real-time coaching and mentoring if needed.
- Attend 6:30 am BSNY virtual and in-person weekly orientation/recruitment events to help identify qualified candidates.
- Attend subcontractor meetings to secure job orders and provide a quick overview of BSNY employer services. Meetings typically start as early as 7:00 am.



Organizational Leadership and Management

- Mentor and coach your direct reports and support teams, delegating work streams effectively, fostering professional growth, and motivating and holding team members to a high standard of excellence.
- Coordinate with BSNY's Training team and oversee longer-term job retention efforts with BSNY's Recruiter and Retention Specialist.
- Work closely with BSNY's Director of Training to identify BSNY training candidates that match new job orders.
- Comfortable communicating professionally with BSNY Board Members, General Contractors, subcontractors, and BSNY program participants.
- Direct BSNY team to push job orders out to workforce development partner network including partners at Workforce 1, NYCHA, community-based organizations, and community colleges.
- Direct BSNY team to ensure that all job site compliance requirements are met such as creating formal job orders and employee verification forms at each job site.
- Report updates to BSNY Executive Director and BSNY Board of Directors.
- Ability to recruit, motivate, organize, and retain a high-performing and diverse team; ability to foster talent development, growth, learning, and improvement.

Skills and Qualifications

- Experience in sales/account management and working with small businesses. Experience working with local NYC construction companies is a plus.
- Experience in prospecting leads and closing sales.
- Excellent verbal and written communication skills.
- Must be well-organized and detail oriented.
- Ability to work well in a fast-paced environment and multi-task.
- Able to work well with marginalized populations including long-term unemployed community members. You are also able to work with individuals in a culturally sensitive, empathetic manner.
- The ability to communicate well with a diverse group of jobseeker candidates, business owners, and community partners, both orally and in writing, is essential.
- Flexible work schedule - must be available to answer calls/texts from clients early in the morning.
- Experience with Salesforce, Microsoft office and Google Suite is a plus.

This is a full-time position and is in person but will have the flexibility to work hybrid as program needs allow. The salary range is \$100,000 – \$125,000 which is comprised of base plus bonus and is commensurate with experience. Building Skills NY offers a comprehensive benefits package including medical, dental, vision, and 403b plan. *BSNY is an Equal Opportunity Employer and does not discriminate against applicants based on race, religion, color, disability, medical condition, legally protected genetic information, national origin, gender, sexual orientation, marital status, gender identity*



or expression, sex (including pregnancy, childbirth or related medical conditions), age, veteran status or other legally protected characteristics.

Please send a resume and cover letter via email to David Meade at 518 257-0119 or dmeade@buildingskillsny.org Building Skills NY is an Equal Opportunity Employer.