



EMPLOYMENT SPECIALIST PERFORMANCE PROFILES/JOB DESCRIPTION

Reports To: General Manager, *and/or* Owners

The Employment Specialist's primary emphasis is on filling job orders and inside sales activities. The Employment Specialist exercises discretionary judgment in administering Express systems and procedures in recruiting, hiring, and assigning associates to clients. Employment Specialists are expected to build and maintain a strong core of associates with a variety of job skills and be able to fill job orders quickly and efficiently daily in Office Services, Light Industrial and Professional staffing. This is done by effectively documenting all activities in the automated system. Employment Specialists must use consultative sales techniques as they persistently make sales contacts. Strong phone and interpersonal skills are essential.

1. Fill 100% of all qualified job orders with urgency.

- Qualify and take thorough and complete job orders.
- Ensure the job order is fillable based on the availability of associates and the client's timeline.

2. Make 50 MPC Calls weekly and additional inside sales calls daily.

- Assist with appointment setting for the Employment Specialist or the Franchisee.
- Convert 100% of local Employment Verification Calls into sales calls and/or recruiting calls.
- Take advantage of every phone interaction to MPC associates, gain additional information, or schedule appointments for Employment Specialists.

3. Recruit, interview, and retain a qualified pool of associates.

- Adhere to the Express Employee Selection Process.
- Coordinate client interviews and assignments.
- Complete a minimum of two Employment Verification calls on every associate prior to assignment.
- Ensure high satisfaction levels by following up with associates on a consistent basis.

4. Generate and expand business with existing accounts and new accounts.

- Broaden and diversify the client base by presenting the full range of service offerings.
- Build relationships with clients and prospects.
- Complete client visits and safety tours.
- Invite clients and prospects to marketing events.
- Ensure high satisfaction levels by following the Express Quality Control Process.

5. Increase office and team effectiveness through daily communication.

- Work closely with all team members to ensure job orders are filled in a timely manner.
- Work with Employment Specialists to synchronize sales and recruiting.

6. Perform other related duties as necessary and assigned.

- May be required to compose routine correspondence and reports.
- May be required to resolve time card and billing inquiries to ensure accurate, timely paychecks/invoices.
- May be required to assist with collections of delinquent accounts.