



A rich history of changing lives.

Jewish Family Services helps individuals and families achieve economic independence and emotional stability. We provide a unique combination of counseling, case management and workforce development services, using a person-centered approach to tailor services to meet the complex needs of the people who come through our doors.

Our organization is rooted in a rich history of Jewish values. Our services are not limited to those in the Jewish community, but are available to individuals of all races, ethnicities, and religions and from all economic circumstances. Our dedicated and talented staff reflects the diverse communities we serve.

Position Opening

Director of Business Services

The Director of Business Services serves in a customer-facing role, working with Central Ohio businesses to understand their talent needs and ensure Jewish Family Services can effectively meet those needs. The successful candidate will have a strong sales and customer service orientation and successful experience developing and managing customer relationships.

The Director of Business Services will work closely with Jewish Family Services program managers to align employer needs with the pool of available job candidates and with agency management to develop and drive fee-based opportunities for the organization.

Primary Duties and Responsibilities

- Understand the culture and environment, services provided and strategic direction of Jewish Family Services
- Serve as a strategic partner for employers' hiring leaders to understand their business objectives, growth strategies and hiring needs
- Develop and manage trusted relationships with employer customers and economic development professionals
- Engage in regular outreach to the business community, using a variety of methods including in-person, email, phone and social media
- Identify and map business strengths and customer needs
- Work with program staff to develop opportunities for employer engagement
- Coordinate business outreach by other agency staff; lead regular business services team



JEWISH FAMILY SERVICES

A rich history of changing lives.

meetings

- Maintain the organization's reputation as a trusted workforce partner through community visibility, networking and participation in relevant organizations and/or committees
- Work with career services team members to develop and coordinate job fairs, targeted hiring events and/or other opportunities to connect businesses with talent
- Develop and drive fee-for-service opportunities, in partnership with agency leadership and program management team
- Work with agency staff to design and implement training opportunities for staff, clients and business customers
- Develop and implement evaluations of the agency's business services activities; research business opportunities and viable income streams
- Create and maintain a customer database using a CRM system; educate agency staff on use of CRM; monitor CRM to ensure effective usage
- Understand and communicate trends in Central Ohio economic development and workforce development
- Create informative presentations; present and deliver information about the agency to customers at meetings, industry exhibits, trade shows, and conferences
- Other duties as assigned

Qualifications

- Bachelor's degree and five or more years of professional experience in a role with extensive sales and/or customer service responsibilities
- Ability to professionally and confidently communicate with C-level executives, both verbally and in writing
- Understanding of sales process from initiation to close, including lead generation and prospect management
- Consultative approach and strong relationship-building skills
- Exceptional emotional intelligence, with an energetic, outgoing, and friendly demeanor
- Strong computer skills, including Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel) and CRM/Salesforce experience
- Excellent project-management, organizational and time-management skills
- Ability to work independently and as an active member of an interdisciplinary and collaborative team
- Ability to self-motivate and motivate a team



JEWISH FAMILY SERVICES

A rich history of changing lives.

- Alignment with agency mission and culture; desire to make a positive difference both internally and within the Central Ohio community

Jewish Family Services offers a caring work environment, along with competitive wages and a generous benefits package.

If you are interested in applying for the position, please send a resume and cover letter to hiring@jfs columbus.org.

We believe

that we should treat ourselves and each other with dignity and respect.

We believe

that all people, no matter how different, are connected.

We believe

that people should feel safe in their homes and community.

We believe

that we have a communal responsibility to stand up for each other, especially for those among us who are vulnerable.

We believe

that we should speak honestly, straightforwardly and respectfully.

We believe

that we should respect and accept our neighbors as ourselves.