

# Community Work Services

## Job Description

**Job title:** Manager of Business Services, Community Work Services

**Reports to:** Director of Operations, New England

**Supervises:** Business operations staff

**FLSA Status:** Full Time/Exempt

**Revised:** 5/15/17

Positions Reporting to this Position: Supervisor of Commercial Services, Culinary Arts Instructor, and Work Center Manager.

### Summary:

The Manager of Business Services is responsible for the growth and management of our three business lines in the areas of Commercial Cleaning and Facilities Management, Food Service and Catering, and Packaging and Assembly. These business lines play a critical dual-role in generating revenue for Community Work Services and creating hands-on training and transitional job opportunities for individuals served.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. **Business Development:** Conducts business development activities which result in the growth of our three business lines and successful expansion into new business areas which result in increased training and transitional job opportunities for individuals served. Engaging with and responding to all business customers and ensuring CWS businesses provide highest level of customer service.
2. **Management:** Manages operations of business lines including contract management for all commercial and federal customers to ensure that all contractual obligations and budgetary targets are achieved. Leads and responsible for supervising a highly productive, business services team including hiring, scheduling, training, and evaluation in accordance with personnel policies and contract requirements. Assists in the development and communication of agency expectations for exceptional service delivery and achievement of goals and objectives
3. **Compliance:** Acts as the organization's Facility Security Office as required by our federal contracts. This includes successfully completing all required background checks and on-going training requirements. Also ensures that that all required documentation, staff training requirements and reporting is kept current and adheres to all requirements.
4. **Fiscal:** Manages agency resources including staffing and expenses and billing processes to achieve annual fiscal targets. Identifies areas of budget to actual risk and recommends

corrections. Develops an annual department budgets for all project areas and prepares cost estimates for renewals and new business. Position adheres to best practices and conforms to the highest practicable, ethical, professional, and legal standards for the provision of services.

**QUALIFICATIONS:** Must be able to perform each essential function satisfactorily. Reasonable accommodations may be made for individuals with disabilities in order to perform the essential functions. The requirements listed below are representative of the knowledge, skill and ability required.

**EDUCATION AND/OR EXPERIENCE:** Bachelor's Degree required, Master's Degree preferred with five to ten years of experience in sales, business operations, or related fields with at least three years of increasing management responsibility and supervisory experience. Familiarity with federal and state set aside programs a plus.

**LANGUAGE:** Ability to read, write, and interpret general business periodicals, professional journals, technical procedures and government regulations. Ability to write reports, business correspondence and procedure manuals. Ability to present information effectively and respond to questions from managers, clients, customers and the public.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Requires a CORI and federal background check. Candidate must have a valid driver's license with a clean driving record.

**OTHER SKILLS AND ABILITIES:** Excellent computer and interpersonal skills as well as excellent verbal and written communication skills. Requires travel between job sites.

**PHYSICAL DEMANDS:** To perform job successfully, employee must be able to perform each essential function satisfactorily. Reasonable accommodations may be made for individuals with disabilities to perform the essential functions. Employee is regularly required to stand, walk, use hands to finger, handle or feel objects, talk and hear. Specific vision abilities required by this job include depth perception, peripheral vision and the ability to adjust vision to bring objects into focus. The employee must occasionally lift and/or move up to 25 pounds.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those encountered while performing the essential duties of the job. Reasonable accommodations may be made for individuals with disabilities in order to perform the essential functions. The noise level in this work environment is generally moderate.