

City of Detroit

Mayor's Office of Workforce Development

Director, Industry and Employer Engagement

Job Description:

The Mayor's Office of Workforce Development was created in 2015 by Mayor Michael Duggan to develop a comprehensive and sustainable 'One Detroit' employment strategy. The Office is charged with working closely with the Mayor's Workforce Development Board, the Detroit Employment Solutions Corporation, and a wide range of stakeholders to:

- Coordinate with the Mayor's Workforce Development Board and the greater business community to establish a pipeline of jobs to employ Detroiters;
- Create innovative approaches to accomplish workforce development systems change across the City and region;
- Simplify and focus the workforce development experience for all Detroit customers, with special attention on hard-to-serve populations (e.g., disadvantaged youth, returning citizens);
- Develop and implement fundraising plans to increase the scale and scope of Detroit's workforce system;
- Align goals, metrics, and resources of 300+ agencies currently serving customers; and
- Create a single evaluation model for both agencies and customers.

Position:

The Director of Industry and Employer Engagement oversees strategic and operational alignment between the industry sectors/employers of the Mayor's Workforce Development Board, the Business Services unit, and employers across the Metro Detroit area. This role will report jointly to the Detroit Employment Solutions Corporation Chief Executive Officer and the Mayor's Office of Workforce Development Executive Director.

This senior leader will help execute the charge of the Mayor's Workforce Development Board's (MWDB) five industry committees: Information Technology (IT), Healthcare, Construction/Skilled Trades, Manufacturing, and Retail, Hospitality and Entertainment. The Industry Partnership team works closely with these committees to help high-growth employers identify specific entry-level and mid-level jobs that the workforce system can help prepare Detroiters to fill, and will work closely with other DESC senior leaders to build customized training for these roles.

The Director of Industry and Employer Engagement is also directly responsible for launching a Detroit Regional Tech Consortium, designed to connect Metro Detroit's technology sector to the region's economic growth through talent development, advocacy, and networking. This council will be made up of IT leaders from Metro Detroit companies and will help guide the direction of the TechHire Detroit initiative. TechHire Detroit focuses on IT talent development in metro Detroit by providing employer-driven trainings for tech positions at all entry-points.

Responsibilities:

- Supervises an industry partnership team, which includes Business Services Managers and Business Services Representatives, who develop jobs across and outside the industry sectors of the MWDB
- Establishes and maintains leading edge team and individual performance metrics
- Works with staff to develop employer-based customized, on-the-job and skills upgrade training programs
- Provides quality control and improvement strategies
- Works with internal and external partners to develop targeted marketing and outreach strategies based on research for local and regional employers
- Collects and analyzes data concerning labor market and employer demand to formulate and recommend responsive plans
- Manages relationships with partner organizations, including employer associations, training providers and workforce development organizations
- Organizes and manages the Detroit Regional Tech Consortium, including developing relationships with CIOs and HR leaders, and recruiting new members
- Works with members of the Tech Consortium to understand their hiring needs and identifies shared training opportunities across all membership
- Serves as point for the TechHire Detroit initiative, which focuses on training Detroiters for jobs in IT from multiple entry points

Desired Qualifications:

- Experience working with C-Suite level and Senior HR leaders
- Experience in and/or knowledge of private sector and business practices
- Experience in training and sales, or recruitment, particularly within high-growth industries
- Strong leadership and managerial skill, and proven supervisory and management experience
- A demonstrated ability to promote collaboration and build coalitions across a wide range of internal and external stakeholder groups
- Understanding of strategic planning, budgets and data-driven decision making
- Excellent verbal and written communication skills; skilled in group facilitation and making oral presentations
- Experience working within the tech industry a plus
- Knowledge of business and tax related incentive programs (WIA, ETP, H1-B, TJTC, etc.), also a plus
- Computer skills (Word, Excel, PowerPoint, Internet, etc.) and advanced experience working within a Customer Relationship Management system (Salesforce or Microsoft Dynamics for example)
- Knowledge of the workforce development system a plus

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. US work authorization is required.

Required Education and Experience:

- Bachelor's Degree required
- Master's Degree in Business Administration, Management, Public Policy, Organizational Leadership or a related field preferred
- At least 10 years in roles of leadership responsibilities, preferably within a sales or recruitment role
- Demonstrated experience working effectively with C-suite leaders, a Board of Directors, and external stakeholders, including civic and/or community leaders.
- Background in or significant exposure to workforce development through community based organizations, government, or employers highly desirable.

DESC offers a very competitive benefits package including: health, dental, vision and life insurance coverage; 401K-retirement plan and more.

The Detroit Employment Solutions Corporation (DESC) is an Equal Opportunity employer committed to enhancing equity, inclusion, and diversity within our organization. DESC actively seeks applications from women, persons of color, veterans, individuals with disabilities, and other underrepresented groups.