

Module A: Sales, recruiting, and customer service

860 Sales/Account Representative I

Minimum one year experience. Sells to assigned clients and develops prospective clients. Accounts typically are of moderate size. Responsibilities include selling directly to current clients, developing prospective clients, maintaining records and documenting sales calls, and understanding fundamental aspects of the operating system. College degree preferred. Reports to the Branch Manager. This position may also be titled as Staffing Coordinator.

861 Sales/Account Representative II

Minimum three years experience. Sells to assigned clients and develops prospective clients. Accounts typically are of moderate size. Responsibilities include selling directly to current clients, developing prospective clients, maintaining records and documenting sales calls, and understanding fundamental aspects of the operating system. College degree preferred. Reports to the Branch Manager. This position may also be titled as Staffing Coordinator.

862 Major Account Representative

Minimum five years experience. Sells to high-dollar value clients and develops large prospective clients. Responsibilities include selling directly to current clients, developing prospective clients, maintaining records and documenting sales calls, and understanding fundamental aspects of the operating system. College degree preferred. Reports to the Branch Manager.

863 Recruiter - Temporary and Contract Staffing

Identifies candidates for temporary or contract staffing positions through recruiting, prescreening, interviewing, and pre-employment testing to build an inventory of qualified potential employees to fulfill current and projected client needs. Performs reference checks. Ensures compliance with all legal aspects of the recruiting function. May attend job fairs and local professional and association meetings. Is involved with the development and placing of classified advertisements. Ensures high degree of client satisfaction by interpreting, developing, and executing work plans to satisfy client staffing requirements. Performs appropriate follow-up. Requires a minimum of one year of relevant experience, a college degree, or both. Reports to the Branch Manager.

864 Recruiter - Permanent Placement

Identifies candidates for permanent placement positions through recruiting, prescreening, interviewing, and pre-employment testing to build an inventory of qualified potential employees to fulfill current and projected client needs. Performs reference checks. Ensures compliance with all legal aspects of the recruiting function. Assists the sales function by making calls to existing and potential clients. May attend job fairs and local professional and association meetings. Is involved with the development and placing of classified advertisements. Ensures high degree of client satisfaction by interpreting, developing, and executing work plans to satisfy client staffing requirements. Performs appropriate follow-up. Requires a minimum of one year of business experience, a college degree, or both. May report to Branch Manager. If employee recruits both temporary/contract and permanent placement candidates, match to this position.

866 Recruiter - Health Care

Identifies candidates for licensed health care positions (temporary, contract, or permanent) through recruiting, prescreening, interviewing, and pre-employment testing to build an inventory of qualified potential employees to fulfill current and projected client needs. Performs reference, credential, and background checks. Ensures compliance with all legal aspects of the recruiting function. Assists the sales function by making calls to existing and potential clients. May attend job fairs and local professional and association meetings. Is involved with the development and placing of classified advertisements. Ensures high degree of client satisfaction by interpreting, developing, and executing work plans to satisfy client staffing requirements. Performs appropriate follow-up. Requires a minimum of one year of business experience, a college degree, or both. May report to Branch Manager.

867 Recruiter - Technical, IT, and Scientific

Identifies candidates for entry- to mid-level information technology, engineering, science, or technical positions (temporary, contract, or permanent) through recruiting, prescreening, interviewing, and pre-employment testing to build an inventory of qualified potential employees to fulfill current and projected client needs. Performs reference checks. Ensures compliance with all legal aspects of the recruiting function. Assists the sales function by making calls to existing and potential clients. May attend job fairs and local professional and association meetings. Is involved with the development and placing of classified advertisements. Ensures high degree of client satisfaction by interpreting, developing, and executing work plans to satisfy client staffing requirements. Performs appropriate follow-up. Requires a minimum of one year of business experience, a college degree, or both. May report to Branch Manager.

868 Senior Recruiter - Technical, IT, and Scientific

Identifies candidates for high-level information technology, engineering, science, or technical positions (temporary, contract, or permanent) through recruiting, prescreening, interviewing, and pre-employment testing to build an inventory of qualified potential employees to fulfill current and projected client needs. Performs reference checks. Ensures compliance with all legal aspects of the recruiting function. Assists the sales function by making calls to existing and potential clients. May attend job fairs and local professional and association meetings. Is involved with the development and placing of classified advertisements. Ensures high degree of client satisfaction by interpreting, developing, and executing work plans to satisfy client staffing requirements. Performs appropriate follow-up. Requires a minimum of three years of business experience, a college degree, or both. May report to Branch Manager.

869 Recruiter - Professional/Managerial

Identifies candidates for professional or managerial positions (temporary, contract, or permanent) through recruiting, prescreening, interviewing, and pre-employment testing to build an inventory of qualified potential employees to fulfill current and projected client needs. Performs reference checks. Ensures compliance with all legal aspects of the recruiting function. Assists the sales function by making calls to existing and potential clients. May attend job fairs and local professional and association meetings. Is involved with the development and placing of classified advertisements. Ensures high degree of client satisfaction by interpreting, developing, and executing work plans to satisfy client staffing requirements. Performs appropriate follow-up. Requires a minimum of two years of business experience, a college degree, or both. May report to Branch Manager.

870 On-Site Representative

Works at client site and is responsible for recruiting and maintaining an inventory of qualified temporary and contract employees, filling client's orders, completing documentation required by client, and handling employee relations issues of the temporary and contract work force. Performs administrative tasks. May report to Branch Manager or On-Site Manager.

871 Customer Service Representative

Maintains inventory of qualified temporary and contract employees, fills orders, and completes required company documentation. Responsibilities include identifying temporary staffing needs, recruiting, prescreening applications, filling orders, and handling client inquiries or problems. Additional responsibilities may include telemarketing, participating in sales calls as requested, and assisting with payroll data. Requires a minimum of one year of business experience, a college degree, or both. May report to Branch Manager. This position may also be titled as Account Coordinator.

889 Corporate Program Recruiter

Serves corporate clients. Sources, screens, interviews and places temporary candidates while complying with client requirements. Makes customer calls and site visits to assigned account to communicate new services, generate order opportunities, resolve problems and assist in planning for staffing requirements. Acts as the primary point of contact for the client to ensure service delivery and order fulfillment. May also conduct recruiting assignments for other professional job assignments as assigned. Works under minimal supervision. Bachelor's Degree in related field or equivalent plus six months or more experience as a Recruiter generally required.

Module B: Managers

872 Customer Service Manager

Manages the daily internal operations of a single profit center and supervises inside staff. Ensures adherence to established office procedures and the provision of quality service. Has service and operations responsibilities only (no sales). Requires a minimum of two years of staffing or office management experience. Works under general supervision.

873 Branch Manager

Manages all phases of branch operations. Responsibilities include staffing (including recruitment and training), development of business opportunities such as targeting large clients, establishment and maintenance of key client relationships, monitoring and delivery of customer service, advertising and public relations (including the development of industry and brand awareness), understanding of company operations, setting of client rates, and assistance with budget planning. Requires a minimum of two to four years of business experience with two years of experience in direct sales. Reports to Area Manager or Area Vice President.

874 Branch Manager - Technical, IT, and Scientific Staffing

Manages all phases of branch operations related to recruiting, sourcing, and placing candidates for information technology, engineering, science, or technical positions (temporary, contract, or permanent). Responsibilities include staffing (recruitment and training), development of business opportunities such as targeting large clients, establishment and maintenance of key client relationships, monitoring and delivering of customer service, advertising and public relations (including the development of industry and brand awareness), understanding of company operations, setting of client rates, and assistance with budget planning. Requires a minimum of two to four years of business experience, two years of experience in direct sales, and familiarity with technical staffing. Reports to Area Manager or Area Vice President.

875 On-Site Manager

Works at client site and is responsible for recruiting and maintaining an inventory of qualified temporary and contract employees, filling client's orders, completing documentation required by client, and handling employee relations issues of the temporary and contract work force. Responsible for managing all on-site staff as well as overall profitability and management of account. Requires minimum of three years of business experience, a college degree, or both. May report to Franchise Owner, Area Manager or Branch Manager.

876 Area Manager

First management level above Branch Manager. Manages all phases of area sales and operations. Supervises two or more branches. Responsibilities include staffing (including recruitment and training), development of business opportunities (including direct sales), customer service, advertising, and public relations (including developing industry and brand awareness). Sets client rates and assists with budget planning. Requires a minimum of four years of staffing service and/or branch operations experience. May report to Area Manager or Area Vice President.

877 Area Operations Manager

Manages all phases of operations for multiple branches or assigned profit centers within a geographic area. Responsibilities include staffing (recruitment and training). Develops business opportunities and maintains key client relationships. Monitors and delivers customer service, advertising, and public relations (i.e., develops industry and brand awareness). Sets client rates and assists with budget planning. Has service and operations responsibilities only (no sales responsibility). Requires a minimum of four years of staffing services or branch operations experience. May report to Regional Service Manager.

879 Area Sales Manager

Manages sales activities for multiple branches within an assigned geographic area, develops targets for sales staff, and monitors achievements. Identifies prospects, makes sales calls, prepares and delivers sales presentations, recruits and trains sales staff, gathers and organizes market information to determine sales potential, prepares sales forecasts, and develops and recommends targets to ensure that regional goals are achieved or exceeded. Requires a minimum of six years of staffing or related industry sales experience.

Module C: Directors and vice presidents

883 Area Vice President

Manages all phases of area operations. Supervises a minimum of four branch offices. Responsibilities include staffing (including recruitment and training), development of business opportunities (including direct sales to high-level accounts), advertising and public relations (including the development of industry and brand awareness), administration (must understand all operations thoroughly), setting of client rates, understanding of company financial procedures, and budget planning. Requires a minimum of five to 10 years of business experience in a service industry with management of multiple operating units. Reports to the Regional Vice President.

884 Regional Vice President

Manages all phases of regional operations and directs the activities of several Area Vice Presidents, each with multiple branches. Responsibilities include staffing (including recruitment and training), development of business opportunities (including direct sales to high-level accounts), advertising and public relations (including development of industry and brand awareness), administration (must understand all operations thoroughly), setting client rates, understanding of company financial procedures, and budget planning. Requires a minimum of seven to 10 years of business experience in a service industry with management of multiple operating units. Reports to the Vice President of Field Operations or to the President.

885 Business Development Director

All sales; no account management. Identifies prospects, and secures business opportunities to generate new revenue and meet profitability goals for a specific geographic area. Develops and implements sales strategies for new account prospects and active and inactive accounts. Works with Area and Branch Managers to plan, conduct, and follow up on sales calls. Requires college degree and five years of sales experience.

886 National Account Director

Directs and participates in national account sales activities to ensure the profitable sales growth of assigned major national accounts and prospects. Sources new accounts and grows sales to existing accounts. Develops and implements comprehensive account plans (sales, marketing, and service programs and strategies) to achieve annual national account sales or mark-up dollar objectives within assigned accounts. Responsibilities include coordinating sales and service efforts for assigned national accounts and negotiating national account contracts. Requires a minimum of five years of service or national accounts sales/management experience, and at least two years in a managerial role. Reports to the Vice President of National Account Sales.

887 Vice President of National Account Sales

Top National Accounts Executive. Plans, directs, and controls the sales and support of national accounts. Responsibilities include building national sales, controlling expenses, and developing sales strategies and training programs to facilitate sales to national accounts. Responsible for hiring, terminating, and evaluating national accounts staff, and for directing their activities. Works with key field staff. Requires a minimum of ten years of sales experience in a service industry and four years of management experience with multiple operating units. Typically reports to the President.

891 SVP Staffing Operations

Responsible for the profitability of division operations. Identifies and ensures the implementation of best practices supporting the delivery of high quality staffing services. Bachelor's Degree in Business Administration or the equivalent required. A minimum of 10 years experience in a staffing industry environment, including at least 5 years in a managerial capacity generally required.

Set of all modules (A, B, and C)

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885 Business Development Director

All sales; no account management. Identifies prospects, and secures business opportunities to generate new revenue and meet profitability goals for a specific geographic area. Develops and implements sales strategies for new account prospects and active and inactive accounts. Works with Area and Branch Managers to plan, conduct, and follow up on sales calls. Requires college degree and five years of sales experience.

886 National Account Director

Directs and participates in national account sales activities to ensure the profitable sales growth of assigned major national accounts and prospects. Sources new accounts and grows sales to existing accounts. Develops and implements comprehensive account plans (sales, marketing, and service programs and strategies) to achieve annual national account sales or mark-up dollar objectives within assigned accounts. Responsibilities include coordinating sales and service efforts for assigned national accounts and negotiating national account contracts. Requires a minimum of five years of service or national accounts sales/management experience, and at least two years in a managerial role. Reports to the Vice President of National Account Sales.

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Top National Accounts Executive. Plans, directs, and controls the sales and support of national accounts. Responsibilities include building national sales, controlling expenses, and developing sales strategies and training programs to facilitate sales to national accounts. Responsible for hiring, terminating, and evaluating national accounts staff, and for directing their activities. Works with key field staff. Requires a minimum of ten years of sales experience in a service industry and four years of management experience with multiple operating units. Typically reports to the President.

889 Corporate Program Recruiter

Services corporate clients. Sources, screens, interviews and places temporary candidates while complying with client requirements. Makes customer calls and site visits to assigned account to communicate new services, generate order opportunities, resolve problems and assist in planning for staffing requirements. Acts as the primary point of contact for the client to ensure service delivery and order fulfillment. May also conduct recruiting assignments for other professional job assignments as assigned. Works under minimal supervision. Bachelor's Degree in related field or equivalent plus six months or more experience as a Recruiter generally required.

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Responsible for the profitability of division operations. Identifies and ensures the implementation of best practices supporting the delivery of high quality staffing services. Bachelor's Degree in Business Administration or the equivalent required. A minimum of 10 years experience in a staffing industry environment, including at least 5 years in a managerial capacity generally required.