

Uplift Northwest

Business Account Representative

Department: Business Enterprise

FLSA Status: Non-Exempt, hourly

Salary Grade: Non-Manager, No Supervisory Responsibility

Reports To: Business Account Representative Manager

Date: January 2025

Overview:

Uplift Northwest (ULNW) is the go-to temporary staffing and support services organization, proudly serving the greater Seattle area for over 100 years. We are looking for a Business Account Representative to help further our mission of guiding people on their path to self-sufficiency by providing employment and job readiness services. ULNW is committed to serving the men and women who are living in poverty and may be experiencing homelessness by providing supportive services and skills training in high-demand jobs. To find out more about what we do in the community, please visit www.UpliftNW.org.

About the Position:

The Business Account Representative is part of the Business Enterprise Team and is responsible for taking temporary staffing orders and connecting Uplift Northwest's temporary staffing work force with job assignments. It is a dynamic, fast-paced, high-energy role that requires a customer service focus and relationship-building skills, database management skills, and attention to detail. This person will work very closely with both our employer partners and our temporary workers, who represent some of our most vulnerable citizens in our community. This is a critical role, impacting our community in a positive way by providing jobs and fulfilling employer needs.

Essential Duties and Responsibilities:

To perform this job successfully, an individual must be able to perform each of the following essential duties satisfactorily.

- Receive and confirm temporary staffing work orders from business customers by phone and email.
- Enter new employer account information accurately into computer TempWorks database program
- Recruit temporary workers to fill orders by phone, email and text messaging.
- Use Google Maps to help workers find bus transportation to job sites

- Follow up with employer partners to ensure high quality service.
- Gather accurate timesheets from employers and workers and coordinate with payroll department to ensure accurate and timely weekly paychecks.
- Answer questions from the public about how to join the temporary staffing work force.
- Assist SMS (text) and email campaigns to sign up large numbers of temporary staffing workers for large stadium events.
- Provide research and support for Project Management assignments.
- Attend weekly meetings that track progress towards annual goals.
- Help with research to acquire new temporary staffing employer accounts.
- Other duties as assigned.

Position Requirements:

The requirements listed below 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.

Education

High School or equivalent and three years' experience in Client Service or related experience and/or training; or equivalent combination of education and experience.

Knowledge and Skills

To perform this job successfully, an individual should have:

- Ability to learn computer programs such as Microsoft Outlook, TempWorks, and Salesforce
- Comfort and proficiency communicating in person, phone, and email
- Ability to handle problems with poise in a quick and accurate manner
- Demonstrated skill in Cultural Competency with the ability to work comfortably with individuals from various socio-economic, ethnic, and cultural backgrounds.
- Basic understanding of workforce development and homelessness.
- Detail oriented with ability to work in fast-paced environment and be flexible to changing priorities
- Excellent customer service skills.
- The ability to work effectively both independently and as a member of a team.
- A positive and professional attitude and demeanor.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, walk and use hands to handle or feel. The employee is required to talk and hear. The employee is occasionally required to stand and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

Work is performed indoors in a general office environment in which the noise level is usually moderate consisting of usual business office sounds including but not limited to computers, printers, telephones, and personnel traffic.

Salary and Benefits

- Salary: \$31-33 per hour
- Uplift Northwest offers a benefits package that includes paid vacation; holidays; sick time; parking or bus pass; health insurance (after 30 days) that includes 100% payment of medical, dental, and vision; 403(b) retirement with match contributions from Uplift Northwest (eligibility requirements apply and will be explained upon hiring).

Hours

The Business Account Representative position is an hourly position, based on a 40-hour work week. Some weekends, evenings or holiday work may occur.

Please send cover letter and resume to: alexnd@upliftnw.org