

**JOB DESCRIPTION**  
**JOB TITLE: Staffing Manager**

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**PURPOSE**

Staff Shop is looking for a friendly and driven individual to source, recruit, interview and place applicants and to manage our staffed Hospitality events and Clients as well as our requisitions in other verticals such as admin, HR, finance, IT, light industrial and healthcare.

**Reports to:** COO

**PRIMARY CONTRIBUTION:**

Your primary contribution is to maximize incoming revenue and profit from temporary and direct hire placements, ensuring that all incoming orders are filled and Clients are satisfied with our services.

**RESPONSIBILITIES:**

**RECRUITMENT (80%)**

- Ensure a consistent inflow of candidates across different industries and geographical areas
- Build relationships with candidates quickly, securing ample resources to fill urgent orders on time
- Execute creative initiatives for reaching difficult markets such as job fairs, community groups, social media platforms and proactive referral networking
- Prevent the loss of Clients or any Client dissatisfaction due to staff attrition issues, or performance deficiencies

**CLIENT ACCOUNT MANAGEMENT (20%)**

- Provide best-in-class customer care, ensuring all order details and nuances are captured and Clients' spoken and unspoken needs are met
- Support smooth payrolling and invoicing for placed candidates through consistent and accurate data capture and collection
- Promote Company Mission, Vision and Values, demonstrating company culture to other employees, clients and temporary staff as appropriate. Act as an ambassador for Staff Shop using language as directed by Upper Management
- Avoid noncompliance issues with regards to ESA and MOL standards through effective account management and monitoring

**TASKS & TIME ALLOCATION**

- Weekly planner must be completed weekly and used throughout each day
- **70%** Full cycle recruitment (*candidate sourcing, social media and job boards, email, video interviews, phone calls, ATS, scheduling, check-ins and replacements*)
- **20%** Effective Client communication, coordination, and the collection and actioning of feedback (*emails, HubSpot, ATS, Google Workspace*)
- **5%** Administration, task and data management, project execution (*ATS, web-based tools like Asana and Google Sheets*)
- **5%** Event coordination and oversight (*on-site Client visits, local, national and international travel*)

**Requirements:**

- Available to work outside traditional office hours to service special events
- At least three years' experience in full cycle recruitment in an agency environment
- At one year experience in managing Client accounts in an agency environment
- Proven competency with Google Workspace including Meet, Drive, Docs, Sheets and Slides

- Experience with HubSpot CRM and NextCrew ATS a definite asset

#### **COMPETENCIES:**

**Accountability** - Responds to job-related commitments by meeting deadlines and being reliable; reviews and assumes additional responsibilities.

**Adaptability** - Adapts and responds to changing conditions, priorities, technologies, and requirements. Recognizes new information and ideas with a willingness to alter opinions and behaviours. Applies versatility, reasoning, and innovativeness in the face of change. Able to collaborate comfortably in a variety of situations and with diverse individuals.

**Communication** - Ensures that communication efforts meet the needs of various groups and is properly understood.

**Decision Making** - Makes concrete, well-informed, and thought-out decisions that support the overall organization. Has the ability to make quick, effective decisions, even when data and details are limited. When making unfavourable decisions that might have negative consequences, examines the impacts and potential implications to ensure that decision is valid for the situation.

**Networking and Relationship Building** - Effectively builds constructive, friendly, professional relationships and networks of key contacts with people and colleagues; maintains partnerships that can provide information, assistance, and support.

**Planning and Organizing** - Adapts priorities and responsibilities in response to changing needs.

**Problem Solving** - Responds to issues by offering solutions that fall within the positional responsibilities, involves others as required.

**Results & Service Orientation** - Operates with high attention to detail regarding performance goals; works on a continuous basis to meet or exceed client and organizational needs.

**Teamwork** - Works cooperatively and effectively with others to reach a common goal. Participates in group activities, fostering a team environment.

**Physical:** Stationary Position (80%), Move / traverse (20%), Operate a computer / phone (80%)

**Environment:** Work remotely (80%), Client sites meetings and events or within a shared office space for internal meetings (20%).

**Compensation:** Annual pay is based on experience. Pay is semi-monthly via direct deposit. If applicable, travel is reimbursed at \$0.55/km. Eligible for benefits including HSA, EFAP, subsidized gym membership, discounted life & critical illness insurance, and more.

Please send resume to [dh1@staffshop.ca](mailto:dh1@staffshop.ca)