



Pipeline Job Developer Job Description

(January 2026 Post)

Position Summary:

The main objective of the Pipeline Job Developer at MassHire is to build long-lasting relationships with employers in the North Shore workforce development region by focusing on the Gateway Cities to ultimately meet the goal of increasing employer-paid workforce opportunities for young adults.

This will be accomplished by engaging with employers through their workforce goals and needs, ensuring connection to all the services and resources offered by MassHire, and most importantly, providing access to qualified job candidates. The Pipeline Job Developer will work in close partnership with teams from the mayors' offices in the Gateway Cities, attending events and developing relationships with key employers and employer groups in each city. The initial focus will be solely on youth job development with gradual cross-training to adult programming and job development.

Reports to:

The MassHire-North Shore Workforce Board Deputy Director, in partnership with the MassHire-North Shore Career Center Director.

Essential Duties and Responsibilities:

1. Establish, foster, and expand effective working relationships with the North Shore region with a focus on Gateway Cities stakeholders (employers, community-based organizations/groups, economic development groups/coalitions, etc.) by conducting on-site/in-person outreach with the goal of expanding awareness of youth workforce development.
2. Connect with and assess North Shore employers to identify workforce goals and needs, and provide North Shore Youth Career Center (NSYCC) services and solutions to support those goals/needs, such as:
 - Assisting with job descriptions to adapt to youth capabilities;
 - Screening youth job candidates for referral to employers to fill open positions;
 - Planning, organizing, and implementing youth hiring events; coordinating opportunities for employers to host recruitments, job fairs, and special events connecting to youth job candidates; and
 - Completing follow-up services with employers to maintain relationships by consistently following up via phone or email to track referrals for hires, hiring event outcomes, resource referral outcomes, etc.
3. Maintain NSYCC databases, ensuring all services delivered to local area employers are recorded.
4. Lead and facilitate regular meetings with NSYCC youth staff to communicate needs/requirements of job openings to ensure qualified candidates are referred to employers.



5. Collaborate with Business Services colleagues and city partners to develop and implement strategies that align the NSYCC job seeker pipeline to the region's high impact industries (identified by the MassHire North Shore Workforce Board), largest and/or fastest growing industries/employers, etc.
6. Identify new strategies to market NSYCC resources and services to the community.
7. Attend regional industry/trade association or networking events, economic development events, and community events.
8. Review activity and performance outcomes regularly to ensure quarterly goals/performance standards are met.
9. Gather and analyze employer satisfaction data on a continuous basis. Set up follow-up procedures to respond to customer input and feedback.
10. Perform other duties as assigned.
11. Commit to the MassHire values of *Collaboration, Respect, Reliability, and Ingenuity*.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Must place high priority/value on diversity, equity, and inclusion to effectively serve the region's community.

Education and/or Experience:

BA/BS preferred in a related field, i.e., Business Administration, Marketing, Communications, Human Resources, etc. Two years' experience establishing working relationships with private sector employers preferred. Job placement/workforce development/recruiting experience preferred.

Core Skills and Abilities:

- Ability to use current technology and software to complete tasks. Proficiency in Microsoft Office applications, including Outlook, Word, Excel, PowerPoint and other industry-specific analysis software required.
- Exceptional and professional communication and presentation skills, and the ability to express technical and nontechnical concepts clearly and concisely, through:
 - o In-person or remote conversation one-on-one and/or to a group, i.e., public speaking;
 - o Email, social media, or other communication formats.
- Ability to develop and maintain effective working relationships with others, particularly:
 - o Successful relationships with new and repeat employer customers;
 - o Collaborative relationships with colleagues in a team environment.
- Knowledge of labor market conditions and trends for a variety of occupations, and/or ability to research and analyze quantitative and qualitative data (i.e., reports and data sets).
- Must have the capacity to both take initiative and complete follow-up procedures.



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- Ability to understand and be sensitive to the needs of the economically disadvantaged and/or dislocated workers.

Language Skills:

Ability to read, analyze, and interpret general business publications, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Days and Hours:

- Monday through Friday 8:30 AM – 5:00 PM; full-time 37.5-hour work week.
- Local travel is required. Some evening work and possible Saturday work may be required: earned time off is available and flexible.
- The Pipeline Job Developer must have and maintain a valid Massachusetts driver's license and have a reliable vehicle for travel to offsite work assignments as needed year-round with mileage reimbursement per City of Salem policies.

Salary and Benefits:

The salary range is \$57,187.19 – \$60,648.30 based on experience/qualifications. The City of Salem's complete benefits package includes medical and dental coverage; vacation, sick and personal leave; retirement plan.

Work Environment and Physical Demands:

This job operates in an office environment, predominantly seated, operating standard office equipment such as computers, phones, copy machines, filing cabinets, and keyboards. The incumbent has direct and indirect contact with the public and other agency and city staff. The position requires working with high volume, tight deadlines, being subject to frequent interruptions, and at times without direct guidance from supervisor. While performing the duties of this job, the incumbent is continuously required to talk, hear, and use repetitive motions of the wrists, hands, and fingers. Specific vision abilities required by this job include close vision. The incumbent will frequently stand, carry, reach, grip, and grasp; occasionally stoop, kneel, and crouch. The work involves little to light physical effort; frequently exerts up to 10 pounds of force and occasionally exerts up to 20 pounds of force. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level can vary depending upon daily activity, yet it will remain within moderate noise level range.

The City of Salem is an Equal Opportunity/Affirmative Action Employer and does not discriminate on race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status, or genetic information.



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Application:

Qualified individuals are encouraged to send a resume and cover letter with the subject line "Application: Pipeline Job Developer" to jobs@masshire-northshorewb.com. Applications will be reviewed on a rolling basis and the position will remain open until filled.

MASSHIRE VALUES

Collaboration – *Power of partnership and streamlined integration of services to achieve effective and timely results for our Masshire-North Shore Career Center customers;*

Respect – *Commit to understanding and valuing the diverse and unique requirements and professional goals of the businesses and people we serve;*

Reliability – *Create trust and reliability by consistently delivering high-quality professional services at each location and at every interaction;*

Ingenuity – *Leverage flexibility, expertise, and knowledge to successfully meet our mission, regardless of new challenges and circumstances that may arise.*