



VP Business Banking Portfolio Manager - Lynn, MA

The VP Business Banking Portfolio Manager reports to the Corporate Credit division; works with Business Bankers and Commercial Credit to maintain high quality credit administration and risk management for the Business Banking portfolio. The PM will assist a Business Banker and/or self-manage the portfolio business banking loans with total exposures between \$100,000 and \$3,000,000, including both C&I and CRE loans. The PM will also assist in the underwriting, administration and structuring of new and existing business. •Manage Financial Reporting and Covenant Tracking •Manage/Extend/Renew Existing and New Loans •Assist in Underwriting New Business / Pre Closing Process •Credit Risk Review Liaison •Client Interaction / Customer Support •SBA portfolio administration:

Required Skills •Bachelor's degree •Formal credit training or prior comparable work experience •7-10 years relevant prior experience •Demonstrated experience, knowledge and judgment with structure, credit decisions and analysis •Able to grasp and understand complex C&I and CRE concepts and structures •Able to coach and mentor business bankers on credit skills •Work independently with limited supervision •Able to prepare comprehensive, cohesive, detailed written analysis and narrative

For additional information, or to apply, please contact:
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AVP/VP Business Banking Underwriter - Lynn, MA

1. Responsible for reviewing all loan applications loaded into B2B, Bank to Business loan underwriting system. This includes reviewing the financial information and collateral valuations to evaluate borrower's ability to perform as presented in loan package. This entails loan structuring to include all available credit enhancements such as SBA. Knowledge of SBA SOP and underwriting and documentation requirements is required. 2. Responsible for updating the B2B system with all the necessary information on each credit to properly maintain the database and create reports and approval documents. 3. Responsible for drafting Terms and Conditions memo and Commitment letters. 4. Responsible for the maintenance of all information on each application in an organized manner, while the loan is being underwritten. 5. Responsible for monitoring the departments past due loans by working with the collection area. This includes recommending workout strategies, redocumentation, working with attorneys and follow-up on charged-off loans for recoveries.

Required Skills •Minimum of BA/ BS Degree in Business, Accounting, Finance with related credit skills. MBA Preferred. •At least three-five years of underwriting or comparable experience •Strong knowledge/experience in loan underwriting •Must Possess knowledge of SBA SOP 50-10 •Knowledge of the loan operations requirements and procedures •Knowledge of Metavante •Strong interpersonal skills •Knowledge of Word and Excel

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Foundation President - Boston

This position reports directly to the Foundation's Board of Directors and also works closely with other key leaders within the organization. This individual serves as the visionary leader of the Foundation while also playing the critical role of helping to continue to integrate the Foundation into the organization's culture. The role requires an individual to have proven strategic leadership skills and experience working with a wide variety of private/corporate and non-profit/foundation partners. The President provides leadership to support the future growth of the Foundation through effectively developing financial resources, establishing new partnerships, and identifying priorities for the Foundation's scope of work. This position is ultimately responsible for the overall operations, fiscal integrity, and success of the Foundation within the policies set by the Board of Directors.

Responsibilities:

Strategic Leadership: Works closely with the Foundation Board and the Foundation leadership team to create a vision of growth, increasing the Foundation's impact and program expansion in determined geographical areas of the United States and overseas.: Develops and manages the execution of a strategic plan that includes clearly defined priorities and measurable goals.: Collaborates with senior leadership to leverage opportunities for ensuring the Foundation continues to the organization's employees fulfill the organization's mission of "making a difference in the lives of children and families in the communities where we live and work.": Cultivates relationships with strategic partners including existing clients (and their foundations), private foundations, other philanthropic entities, and community agencies.: Seeks opportunities to diversify the Foundation's funding sources and strengthen its financial position.: Develops the growth plans and budgets on a 2-3 year go-forward basis.

Board Relations: Attends all Foundation board meetings; works with Chair of the Board to set meeting agendas, presents a President's report on goals and activities, and sets plan for approved follow-up activities.: Works with the Board of Directors and Advisory Board to follow the mission of the Foundation and execute the strategic plan.: Serves as a voting member of the Foundation Board.

Company Events/Community and Public Relations: Attends key organizational meetings, conferences (internal and external), and other gatherings, sharing the vision and message of the Foundation.: Serves as spokesperson for the Foundation and an advocate for the well-being of children, especially those who have experienced trauma.: Provides visibility for the Foundation and its work through presentations at national conferences, especially those focused on corporate social responsibility, children and homelessness,

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volunteerism, etc.

Organizational and Team Leadership: Leads the Foundation organization, working closely with the leadership team, including the Executive Director, National Director, and Business Manager, to deliver on our mission and strategic plans.: Communicates and provides regular updates and reports to the Chair of the Foundation Board.: Participates on key Foundation Committees as determined.

RequirementsB.A. a minimum, Master's degree preferred.: 10-15+ years of overall professional experience, work in human services field preferred: A deep commitment to the Foundation's mission of brightening lives for children, youth, and families in crisis and to the organization's principles.: Strong understanding of and connection with the organization's corporate culture, including sensitivity of relationships with clients, parents/families we are engaged with across our services, company divisions/regions/centers/product lines, and departments.: Highly energetic with a proven ability to lead, motivate, and inspire a diverse team of individuals, including communicating organizational vision and building consensus.: Ability to collaborate effectively with people at all levels of the organization, including senior management, Foundation program staff, administrative and support staff, and board members, as well as donors , corporations, vendors, community agencies, private foundations, etc.: Superior public speaking skills with an ability to clearly convey the Foundation's mission, story, and vision to a range of audiences, adapting communication depending on circumstances e.g. setting, content, and goal.: Experience in working for or volunteering with non-profit organizations, a plus.: Software skills; proficiency in Microsoft Outlook, Word, Excel, and the Internet. Ability to quickly learn new technologies relevant to work environment.

Last date to apply for this position: Friday, February 22, 2013

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Manager of Innovation Insights - Middleboro, MAJOB

DESCRIPTION: Lead front end marketing research related to innovation including an array of custom and syndicated research. Serve as a “consumer advocate” throughout the organization to keep the consumer in the forefront of all of our decisions. Help develop and execute the innovation strategy by leading key stakeholders through the insight hunting and validation process. Ability to deploy innovation toolset, strong consumer mindset & business acumen, ability to synthesize marketplace trends, and ability to inspire and socialize insights with others are critical to success in this role.

This position will require a high degree of collaboration with cross-functional executives to drive consumer-centric innovation strategies, to present forward-thinking consumer trends and to socialize consumer and product insight.

Principal Duties and Responsibilities:

- Develop, manage and execute the front end consumer insights plan for the innovation team. This entails working very collaboratively across functions to identify questions to solve for, appropriate research approaches, and budgets.
- Utilize design thinking methods and processes to uncover underserved needs or key consumer pain points to assist in the development of innovation that has clear functional and/or emotional benefits.
- Be an active contributor and partner with marketing, innovation and other cross functional teams such as R&D or sales. This role requires a person with a creative bent who is able to constantly adapt to shifting priorities, able to lead in the face of uncertainty, able to pull disparate pieces of data together for a cogent story, and who is able to highlight the insights for the team.
- Support the discovery of innovation domains, as well as the identification, prioritization and selection of opportunity areas, and specific opportunities for innovation with insights.
- Identify key market and cultural trends relevant to business objectives. Develop insights to feed idea generation phase.
- Manage outside vendors and 3rd parties to maximize learning and value from projects. This entails actively engaging and leveraging partner intellectual horsepower, providing feedback for continual improved performance, and negotiating of

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contracts

Decision-Making Authority/Accountability Level: Decisions to be made with strong input from cross functional counterparts. The insights role will be required to make well-founded recommendations to other functional groups. Minimum Knowledge, Skill, and Ability Requirements: This role requires strong experience with innovation insights tools and processes including segmentation and demand assessment (need states), concept, product, and packaging development leading to volumetric assessment. Must demonstrate both analytical AND creative thinking abilities. Evidence of strong analytical skills; ability to use research as a tool in decision making; willingness to stretch outside of comfort zones and seek constant improvement of techniques via leveraging outside vendors and 3rd parties; willingness to develop self in both syndicated and custom research approaches. Evidence of strong empathy and experience with consumer observation and Ethnographic research. Must be highly creative, innovative and design/consumer minded demonstrated by genuine interest and passion in consumer-driven new concept generation. Minimum Education and Experience: College degree with 7-10 yrs of experience required. MBA or Masters in Market Research, Anthropology, Sociology or Psychology a plus.

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The **Director Staffing and Management Development Strategy** is responsible for the development and implementation of a creative and comprehensive plan, processes and procedures to attract, retain, and develop talent at the company. He/she will direct the design and development of an overarching staffing strategy for talent acquisition across the organization, to include the creation of an organizational talent bench recruiting program. He/she will have oversight for VP+ recruiting across the company. This position will also oversee Management Development strategy, processes and procedures. In addition, this position will oversee HR research and associate assessment processes/systems and is responsible for creating an environment that is sensitive to the needs of today's diverse workforce - meeting all federal and state laws, rules and regulations.

Primary responsibilities include:

: Direct and oversee all recruiting at a VP+ level within company.

Incumbent will manage all executive recruitment agency relationships, with responsibility to identify diverse slates of candidates utilizing varied sources and methods. Support business leaders in assessing pipeline and projected talent needs, using this intelligence to build a comprehensive talent bench recruiting initiative.

: Provide leadership, support, advocacy and vision to the organization to develop company-wide staffing and recruitment strategies, ensuring strategies are in line with the organization's overall strategic direction and core values. Work with HR Business Partners to implement practices, and gain their input on improving company-wide practices.

: Oversee HR research and assessment practices; ensure that the company is employing best practices as well as exploring emerging recruiting, sourcing and screening solutions and technologies. Coordinate assessment processes with Management Development activities.

: Develop strategy for Management Development for company. Oversee MD processes and determine best practices that should be implemented across company. Stay abreast of external/industry trends.

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: Partner with T&D team to determine leadership development needs across the organization. Significantly shape leadership development curriculum and take an active leadership role in executive coaching, 360 degree assessment opportunities, external leadership offerings that can bolster the candidate pipeline.

: Identify, capture and report on relevant management development and recruitment performance metrics to improve candidate fit and longevity. Use information to identify trends, drive change and assess progress.

Can be located in Quincy, MA or Harrisburg, PA

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The **Director of Training** will create and implement strategies for learning and development that provide company with the skills required to consistently achieve business results. Design, develop and implement learning initiatives to include: associate training and management training programs. Design and Manage the E-Learning Strategy for the business.

: Leads company-wide strategy for leadership, management, and technical skills training to close gaps in skills application and increase associate productivity

: Partners with management to gain requisite knowledge of specific work situations requiring associates to better understand changes in their role, policies, best practices, procedures, regulations, and/or technologies.

: Confers with subject matter experts to understand audience learning needs, project priority, scope, and timelines.

Essential Skills Education and Experience: Bachelors degree 8-10 years experience

Skills and Knowledge: Supervisory/leadership skills Attention to detail Customer focus Presentation skills Strong analytical skills Negotiation skills Advanced Microsoft Excel and Access

Education (Highest Level) Bachelors Degree Experience 8-10 years

Can be located in Quincy, MA or Harrisburg, PA

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Director of Sales and Marketing - Boston

The Director of Sales & Marketing will develop and manage a sales, marketing and community development and outreach program and staff to achieve or exceed enrollment goals for the Senior Care Options plan. The Senior Care Options launched in Barnstable County for 2013 and will expand statewide for 2014.

Qualifications:

EDUCATION: (Minimum educations & certifications required)

Bachelor's degree in business, marketing, or related field.

EXPERIENCE: (Years of experience)

A minimum of 10 years of sales and marketing experience, including progressively responsible sales management experience. Experience managing direct to consumer senior sales is essential as is experience in community development and grassroots marketing. Experience developing and executing market research and marketing and promotion plans is highly desirable. Strong preference for experience in health care and / or work with low income, culturally diverse populations.

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Manager of Major Markets Underwriting - Boston

The Manager of Major Markets Underwriting will lead the Major Markets Underwriting team to ensure that cases are appropriately assessed from a risk perspective and are appropriately priced for the assigned risk level. This individual will ensure that the business meets its strategic profit and growth objectives and is managed within the approved and defined risk tolerance guidelines. This individual will be accountable for overseeing the production of the rating and underwriting services for new business and/or existing accounts for partially credible and fully credible accounts (both fully insured and self-insured). The position will drive accountabilities among the underwriters and ensure corporate goals are met. Additionally, this role will ensure the underwriters' professional development goals are met as a result of robust development plans, constant mentoring, and appropriate stretch assignments. This individual will develop strong relationships throughout the organization, most notably with Sales and Client Services. The manager will be responsible for providing various reports to senior management to provide them with better competitive intelligence and strategic assessments to make decisions. This individual will also participate with the department director and senior management in the development and implementation of underwriting policies and business strategies as they evolve. Additionally, this role will assist in the development and implementation of product development, when needed.

Qualifications:

EDUCATION: Bachelor's Degrees in Finance, Business, Management, Mathematics, or other relevant concentration. MBA is preferred. PAHM, CPCU, CEBS, LOMA, HIAA, or other insurance related courses preferred.

EXPERIENCE: Seven to 10 years of group health underwriting experience (both fully insured and self-insured) with a minimum of 3 years of supervisory experience or other related experiences.

SKILL REQUIREMENTS: •Executive presence that inspires team. •Excellent mathematical and analytical skills •Strong computer skills

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when working with Excel, Word, Power Point, Lotus Notes, and Access •Strong verbal and written communication skills •Ability to guide the development of underwriters while creating a depth of bench on the underwriting team •Creative problem solving ability •Exceptional client relationship skills

WORKING CONDITIONS AND ADDITIONAL REQUIREMENTS: Fast paced business office environment which may require additional hours of work or business travel (to meet with clients, brokers, consultants, or other interested parties)

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Account Manager/Customer Service Manager - Woburn

SUMMARY: The Manager, Customer Service, is responsible for strategic implementation and leadership direction within the Customer Service team to maintain strong customer relationships through consistent and high quality customer service. This individual will have direct customer service interaction, manage a team of Customer Service Representatives (CSRs) and serve as the escalation point for all customer service issues and related activities overseen by the team. In this inherently cross-functional role, the Manager works directly with all internal teams, including Sales, Network Development, Network Operations and Legal, to ensure a uniform, consistent customer experience. The incumbent is responsible for continually improving the level of successful issue resolution and ticket management skills of team members to manage customer objections and/or obstacles in promoting a best-in-class customer-driven organization.

ESSENTIAL DUTIES:

- Create a structure to advocate and sponsor a disciplined, consistent and repeatable approach to customer service delivery; develop a strategic plan for building, training and managing a team of CSRs.
- Facilitate the design and implementation of customer services systems, reports and tools; partner directly with IT to scope and develop the software used to manage the program.
- Oversee team's interaction and ensure maximum alignment with Sales, Operations and Legal to manage resolution of an array of issues that will vary significantly in complexity.
- Provide a higher level of customer service to foster a more symbiotic relationship that dramatically improves client perceptions by creating a culture of proactive problem resolution that anticipates and resolves issues quickly while meeting or exceeding customer expectations.
- Collaborate with all appropriate parties to identify the drivers of issues; analyze key metrics and other business indicators to identify areas of focus for process and procedural improvements.
- Ensure customer interaction and communication standards are created, implemented and upheld throughout the Customer Service team, driving all internal resources to the same standards and level of responsiveness.
- Recognize, document and

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immediately alert management of issues that require escalation or of situations that may negatively impact the customer relationship. • Work with Shared Services to design and develop custom dashboard reports that create transparency of process and volume and deliver on customers' market-based needs. • Develop internal training tips and tools for all customer-facing employees; participate in comprehensive third party training on issue resolution, customer service, and defusing challenging situations. • Oversee the workflow and distribution of work among team members, including the assignment of tasks and issues to other departments. • Attend customer and Regional Sales meetings, representing Customer Service and delivering quality presentations on initiatives, results and objectives. • Ensure accurate scripts, written procedures and necessary tools (such as operating policy and procedure documents) are available and updated regularly; implement and facilitate quarterly training plans for all direct reports.

OTHER: • Other duties as assigned

SUPERVISORY RESPONSIBILITIES: • Manage the overall performance of a high-functioning team of CSRs. • Recruit, develop and retain staff, partnering with Senior Management, Recruiting and Human Resources. This includes on-boarding and orientation for new hires. • Provide disciplined performance management for team. Define and communicate annual goals, perform formal and informal performance reviews, and ensure changes and updates are communicated in a timely and professional manner. • Create strong collaborative team environment. • Proactively identify and resolve personnel issues in conjunction with Human Resources.

QUALIFICATIONS: • Demonstrated success of effective solving of challenging customer issues under tight timelines • Good strategic and problem solving skills to effectively influence decision making in key negotiations. • Excellent interpersonal skills and ability to build and maintain strong relationships; ability to work effectively across all internal functional groups and externally to resolve issues. • Proven ability to analyze data, formulate recommendations, and implement process improvement solutions. Demonstrated ability to make sound business decisions. • Self motivated; able to work independently to complete tasks and respond to department requests and to collaborate with others to utilize their resources and knowledge to identify quality solutions. • Strong organization, planning and project management skills; ability to multitask and prioritize tasks for

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self and team to meet business requirements and deadlines; strong track record of following up. • Strong leadership skills; ability to drive and motivate team to achieve measurable results. • Ability to work in a time-sensitive and high volume environment. • Ability to drive work independently toward the successful attainment of department goals and project completion dates and as part of a team to leverage input and knowledge base of others to provide well-rounded and thoughtful information and solutions. • Excellent verbal and written communication skills and strong ability to identify key contacts for follow up; excellent ability to communicate project and status updates to team and cross-functionally to ensure understanding. • Strong computer skills, including Microsoft Office suite and Footprints.

EDUCATION AND EXPERIENCE: • 4-year college degree required • 5+ years of direct customer service experience required; telecommunications industry experience beneficial • 3-5 years managerial experience required • Customer service system development and implementation experience preferred • Six Sigma certification preferred

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