



## JOB DESCRIPTION

**JOB TITLE:** Business Services Coordinator (BSM) – Workforce Investment Board (WIB)

**SUPERVISION RECEIVED:** Reports to and works under the general supervision of WIB Director who assigns duties and reviews work for effectiveness according to established work standards.

**SUPERVISION EXERCISED:** This is a non-supervisory position. Lead work/coordination of the work of others is not a typical function assigned to this position. Incumbents in this position may provide training and orientation to newly assigned personnel.

**POSITION SUMMARY:** The BSC represents the Linn, Benton, and Lincoln Workforce Investment Board and is the primary point of contact and support for targeted businesses. The BSC will travel throughout the tri-counties to meet with business contacts to educate and promote the LBL WIB's priorities which include industry sector strategies and Certified Work Ready Communities. The State has defined deliverables that the BSC must meet. The BSC will be a critical part of a team developing and advising strategies to assure goals are met.

### ESSENTIAL FUNCTIONS/ DUTIES & RESPONSIBILITIES

*The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform. Duty percentages are averages and may vary by project, business cycle or other business reason.*

#### **Public Outreach 20% (8hrs wk)**

1. Serve as primary point of contact and support for local businesses through the Linn, Benton, and Lincoln Workforce Investment Board.
2. Promote the activities of the LBL WIB and WorkSource Oregon (WSO) to the business community, economic development organizations, educators, and the general public.
3. Develop working relationships with employers, educators, economic developers, local elected officials, and representatives from other community-based organizations.
4. Assist with tours and informational overview(s) of the Service Centers, business activities, and assets of the system for local, state and federal officials.
5. Attend meetings, conferences, and seminars as requested.
6. Contribute to the placement of five new private sector (business) LBL WIB members.

#### **Economic Development/Workforce Development 35% (14 hrs wk)**

7. Serve as the lead for the implementation of industry sector strategies through the LBL WIB objectives.
8. Establish professional relationships with business and industry from prioritized industry sectors.
9. Confer with local business/industry management and training personnel individually and/or in groups to gain knowledge of workplace requirements in prioritized industry sectors.
10. Contact current and new employers to develop an ongoing visitation program working collaboratively with WSO Business Services staff and others.
11. Develop LBL WIB strategies as a part of a team to address sector needs.
12. Develop and broker solutions to identified issues through the networks of public and private partners.
13. Formalize the Healthcare Sector Team (a group of healthcare sector business representatives who advise the LBL WIB on healthcare sector needs and strategies) and develop 12 engaged private sector members.
14. Convene the Healthcare Sector Team.
15. Participate on the Albany Chamber of Commerce Workforce Development Task Force.

**Marketing/Sales 30% (12 hrs wk)**

16. Serve as the lead for the implementation of Certified Work Ready Community (CWRC) strategies through the LBL WIB.
17. Represent and market CWRC and the National Career Readiness Certificate (NCRC).
18. Develop partnerships to expand the number of job seekers receiving a NCRC.
19. Secure Letters of Commitment from region businesses to prefer the NCRC.
20. Formalize the Work Ready Communities Team (a group of education and economic development representatives who advise the LBL WIB on the Certified Work Ready Communities initiative) and develop 12 engaged members.
21. Convene the Work Ready Communities Team.
22. Deliver 240 National Career Readiness Certificate Letters of Commitment (80 in each county).
23. Drive to business and venues.

**Data Analysis/Reporting 10% (4 hrs wk)**

24. Communicate trends and insights gleaned from business contacts regarding workforce, business climate, and related issues to colleagues on a timely basis.
25. Write reports for various audiences internal and external.

**Administration/General 5% (2 hrs wk)**

26. Coordinate with and update WIB Director.
27. Regularly attend LBL WIB meetings.

**Agency Standards (whenever acting on behalf of employer)**

28. Regular attendance and punctuality is a requirement of this position.
29. Possess and keep current any CSC licenses and/or certifications that are required for job.
30. A professional and courteous manner and an ability to work harmoniously with other employees, clients and the general public.
31. Follow agency personnel and safety procedures.
32. Drive defensively to CSC office locations and community partners businesses or to client locations as necessary.
33. Accept and perform other work as assigned.

**QUALIFICATIONS & REQUIREMENTS**

**EDUCATION:**

Bachelors degree in business management, economic development, marketing, public administration or other related field or any combination of experience and training which provides the knowledge, skills and abilities. National career Readiness Certificate (Gold or Platinum) is preferred.

**EXPERIENCE:**

Three years of experience in business management, economic development, marketing, public administration field or combination of experience and training that provides the knowledge, skills and abilities.

**KNOWLEDGE, SKILLS AND ABILITIES:**

1. Proficient with MS Office programs.
2. Knowledge of business challenges and priorities.
3. Demonstrated ability to effectively communicate in verbal and written forms to produce reports and make presentations.
4. Demonstrated ability to gather and assess data, identify patterns, and develop recommendations.

5. Demonstrated ability to assess, build, and build and maintain business relationships.

**SPECIAL REQUIREMENTS:**

1. Must pass a criminal history background investigation; however a conviction of a crime may not necessarily disqualify an individual from this classification.
2. Possess and maintain a current Oregon driver's license and OR minimum insurance levels.
3. National Career Readiness Certificate (Gold or Platinum) within the first three months of employment.

**WORK ENVIRONMENT/ WORKING CONDITIONS/ PHYSICAL DEMANDS**

*The work environment and working conditions described here are representative of those that are typical of the job and 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.*

**Working conditions:** Typically exposed to office noises and interruptions such as printers, phones, and clients. Time away from the office involves driving to meet with business owners and community groups and may be subjected to noise, weather, and heat for more than 15% of work day.

**Physical Demand % of Total Work Time:** Lifting: 5 lbs: 95%; 5-25 lbs: 5%; max pounds; 25 < 1%.

**Equipment Usage During Work Period:** Computer, 30%; Phone and Electronic Devices, 40%.

I certify that I have read and understand and can perform the essential responsibilities assigned to this position.

Employee Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_