

# **Business Services Specialist**

## **GENERAL STATEMENT OF DUTIES**

Performs a variety of activities on behalf of the Region C Workforce Development Board, and Isothermal Planning and Development Commission, in delivering a pro-active approach to serving local business needs, enhancing economic development efforts, strengthening our businesses in their marketplace, and growing / retaining employment opportunities for our workforce. Assists the Workforce Development Director in providing leadership to ensure successful accomplishment of goals and performance standards in the administration of Workforce Innovation and Opportunity Act (WIOA) activities, NCWorks Career Center services, workforce development services, and related programs in the local area. Position is responsible for serving as lead staff in promoting NCWorks Career Centers and workforce development partners services, and in training center staff to more effectively serve their business base. Maintains a comprehensive, current knowledge of business trends of the local, state, national, and global economy. Assists the Workforce Development Director in implementation and continuous improvement efforts of the NCWorks Career Center (One-Stop) system and marketing of Workforce Development Board services in the region. As a member of the Workforce Development Department staff, builds and maintains a positive relationship with the economic development community. Prepares industry trend analyses, demographic studies, labor market information and other related reports on behalf of local businesses, based on their individual needs. Prepares reports of activities for submission to the Workforce Development Board and Workforce Development Department staff. Position reports directly to the Workforce Development Director at Isothermal Planning and Development Commission. Works with area business developing opportunities in and managing all aspects of the On-the-Job Training program working closely with case management staff and job/training seekers.

## **DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class performs activities that will provide information, tools, and structure to businesses in identifying a quality workforce as well as assisting in the expansion of business opportunities in the global economy. Provides technical assistance and training to NCWorks Career Center staff in business concepts, philosophy, industry trends/ needs and the provision of services to the business community. Employee in this position utilizes interpersonal skills to engage businesses, NCWorks Center staff, and partner agencies in participation of Workforce

Development Board universal services. Possesses a working knowledge of NCWorks Center programs and services, partner services, and Workforce Innovation and Opportunity Act programs and related resources. An employee in this position requires a working knowledge of labor market information, available resources, and general business concepts. Performs administrative support activities as assigned by the Workforce Development Director. Maintains confidentiality of customers as necessary.

### **ILLUSTRATIVE EXAMPLES OF WORK**

- Meets with local businesses to ascertain needs, concerns and / or assistance needed; prepares trend analyses, reports and other projections; communicates business needs to appropriate Workforce Board staff, NCWorks Career Center or partner agency staff for action.
- Communicates with Workforce Development Director, Local Area staff, customers, employers, partners, public, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.
- Coordinates activities with Career Development Offices at local secondary and higher education units
- Serves as a single point of contact for labor market information, facilitates coordination of partner services, markets training programs and promotes a continuous improvement mindset. Provides assistance that results in value-added/ reduced costs to businesses served.
- Attends meetings on behalf of the Workforce Development Board and Isothermal Planning and Development Commission and serves on committees as needed.
- Maintains a comprehensive, current knowledge of applicable business laws/regulations; maintains an awareness of new trends and advances in the global economy; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.
- Performs related duties as directed by the Workforce Development Director of Isothermal Planning and Development Commission.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Requires the ability to evaluate, deduce, and/or assess data and/or information using established criteria. Ability to exercise discretion in determining actual or probable consequences, evaluate, and if necessary, identify and select alternatives.

- Requires knowledge of and proficiency in personal computer, word processing/Office applications, and Power Point, social media applications, data-base development and management. Requires the ability to use, operate and/or handle office equipment.
- Requires the ability to utilize a variety of advisory data and information, such as business periodicals, business laws and financial regulations, computer documentation, and labor market information.
- Requires the ability to exercise the judgement, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.
- Ability to communicate effectively, both verbally and written, and share knowledge with students, jobseekers, and industry on an individual basis and by presenting to groups. Tactfully and effectively handles requests, suggestions, and complaints.
- Ability to work in teams and maintain a collegial attitude

### **DESIRABLE EXPERIENCE AND TRAINING**

Bachelor's degree in Business Administration, Business Management, Human Services, or closely related field, supplemented by two (2) years previous experience and/or training that includes job placement, job training activities, statistical analysis, analysis of labor market information or an equivalent combination of education, training, and experience.

### **HOW TO APPLY**

To apply, please complete the application found at: <https://regionc.org/about/employment-opportunities/> and send completed application, resume, cover letter, and list of three references to Steve Lockett, at [SLockett@regionc.org](mailto:SLockett@regionc.org).