

Buffalo and Erie County Workforce Development Consortium, Inc.

Job Title: Business Services Specialist

Department: Business Services

Location: LCO Bldg., 726 Exchange Street

Reports to: Director of Business Services

Salary Range: \$45,000 - \$52,000

FLSA: Technical/Non-Exempt

Category: Full-Time

SUMMARY

This is a professional level position requiring a high-level of independent judgment, creative problem-solving and interpersonal skills to address the needs of the local and regional business community. The primary responsibility of a Business Services Specialist is to build relationships with local business, and related business associations to develop strategies to address employment and training needs, address workforce skill gaps, and develop meaningful employment opportunities for job-seeking customers. The successful candidate must possess significant knowledge of and expertise in the local labor market, workplace culture dynamics, vocational training, and economic development. Private industry experience is a plus. The applicant should have advanced knowledge of the services and goals of the Workforce Innovations and Opportunities Act (WIOA) and the Workforce Buffalo system.

DUTIES AND RESPONSIBILITIES

Business Services Specialist are required to work both independently and collaboratively to address a comprehensive range of responsibilities. This niche role services a number of different audiences including the business community, job seekers, community partners, business associations, local and state officials, economic development organizations, training providers, and a host of outreach opportunities that may extend regionally and cross county boundaries. Specialists work closely with career center staff, placement specialists and educational and training providers to match potential candidates with sustainable employment and or training opportunities. This role serves as a conduit to successful communication and partnering, providing technical assistance for examining specific hiring needs, skill gaps and required skills for training. The successful candidate will build, develop and maintain relationships with the local and regional business community and appropriate stakeholders to sustain engagement and close working relationships.

Strong communication skills are required to ensure information is conveyed clearly, concisely and accurately.

The five (5) core responsibilities of this role are:

1. Business Outreach
2. Workforce System Expertise
3. Job Seeker Support
4. Program Management and Oversight
5. Office/Administrative

Buffalo and Erie County Workforce Development Consortium, Inc.

Job Title: Business Services Specialist

1. Business Outreach		40%
	<ul style="list-style-type: none"> • Develop and cultivate relationships with new and existing businesses to create strong working relationships, with primary focus on securing long-term employment for job seekers by providing relevant services to both job seekers and the business community • Establish working relationships with private recruiters, business organizations and associations and resources in the community to disseminate information about WIOA and relevant workforce opportunities and trainings • Identify employment opportunities, work with employers to ascertain job duties, requirements, physical and environmental conditions, wages and benefits, shift, hours and transportation requirements for identified opportunities and disseminate information to appropriate partner agencies • Serve as business/industry liaison to the workforce system • Attend regular employer visits, recruitments and other engagements offsite as needed • Attend business/industry engagements offsite and after hours – flexible • Operate in a customer service and employer centric/oriented capacity • In-depth knowledge of local and regional business community and it’s needs and trends 	
2. Workforce System Expertise		20%
	<ul style="list-style-type: none"> • Knowledge of workforce development resources and services available to local and regional businesses and job seekers • Working knowledge of Workforce Buffalo, it’s partners and system resources • Familiarity with Western New York’s Regional Economic Development Council and it’s initiatives as they relate to demand occupations and target industry sector priorities, as well as competitive and emergent industry sectors • Knowledge and understanding of local and regional workforce development mission, systems, partners and functions • Utilize system-wide resources to identify qualified job seekers for available employment and training opportunities • Work closely with Workforce Buffalo system providers, career center placement staff, career counselors and WIOA partner agencies to identify and coordinate employment, training and or program opportunities • Utilize successful business development, marketing and or sales related training • Work closely with the business community to engage employers in Workforce Buffalo system-wide processes, including onsite recruitments and various other engagement opportunities as necessary • Understand national labor market trends, demands and expectations of local and regional employers 	
3. Job Seeker Support		15%
	<ul style="list-style-type: none"> • Interaction with job seekers • Program and training facilitation • Pre-screen, qualify job seekers for employment and training opportunities • Provide support and information on available resources to support workforce efforts 	

Buffalo and Erie County Workforce Development Consortium, Inc.

Job Title: Business Services Specialist

<ul style="list-style-type: none"> • Serve as a resource to job seeker community on workforce related employment and training opportunities • Provides regular information to job seekers on employment opportunities in conjunction with Workforce Buffalo system and its partners • Assess job seeker needs and provide assistance with application for programming, training, support, employment and other services as necessary • Provides “Match & Refer” assistance • Tracks job seekers in their needs and success in employment and training • Tracks and initiates reasonable referrals to job openings • Ability and experience counseling diverse populations, and • Success in placing candidates in positions through a placement agency or search firm 	
<p>4. Project Management and Oversight</p> <ul style="list-style-type: none"> • Training program design, facilitation, execution, reporting and oversight • Familiarity with available support, training and business-related services available through WIOA, Workforce Buffalo, partner agencies and local community service providers • Ability to identify and work to secure partnering opportunities with outside agencies and the local and regional business community • Successfully collaborate with career center counseling staff to develop and maintain job seeker resource training, programming and other skills building support for customers • Intake and assessment of potential program candidates • Macro and micro reporting of programming to satisfy continuous improvement and future training needs • Act as communication liaison for all candidates and stakeholders • Research and compare workforce system best practices for potential model enhancements • Act as a potential resource for community partners to implement programming both locally and regionally 	15%
<p>5. Office Administrative</p> <ul style="list-style-type: none"> • Collect vital information and data, disseminate and report into data management system • Assist with developing systems and measures to obtain, review and analyze information from the business community to determine how needs are being met • Develop and deliver presentations as requested • Utilize local media, local business community, business directories, the internet, partner agency resources, community partner agencies, NYS Job Service, networking contacts, ect., to identify businesses with potential human resource and workforce development needs • Outstanding computer skills, including MS Office; presentation software • Data management, record keeping and report generation • Perform other tasks as assigned, may be assigned other duties, responsibilities, offices, programs and locations based on need 	10%

Buffalo and Erie County Workforce Development Consortium, Inc.

Job Title: Business Services Specialist

QUALIFICATIONS AND BASIC REQUIREMENTS

- Bachelor's degree or higher and three to five years of paid full-time project management and or coordination in workforce development and or training efforts
- Knowledge of local, state and federal workforce systems
- Industry specific programming that includes the development and implementation of multi-stakeholder collaborative projects; AND
- Business/relationship development experience involving interaction with clients and/or facilitation of collaborative partnerships; OR Human Resources Management experience with an emphasis on analysis of workforce skills and assessment in order to meet current and future workforce needs and/or the development and implementation of employee training programs in order to meet workforce needs.

Preferred Qualifications

- A Master's degree in business administration, industrial/organizational psychology, economic development or other relevant discipline, can be substituted for 1 year of experience
- Strong interpersonal and networking skills with the ability to identify, create and develop relationships with key stakeholders
- Experience in business development with local employer community
- Excellent communication and presentation skills
- Knowledge of workforce development and economic development planning
- Highly organized, proven analytical skills and track record in creative problem solving
- The ability to work independently and to plan, prioritize workload in a fast-paced environment, especially under tight deadlines
- Technology savvy with superb skills utilizing various computer applications to deliver PowerPoint and or Prezi presentations, prepare charts, graphs and visual reports, etc.

Additional specific job duties may include occasional altered work schedule or job assignments, which require availability and willingness to work occasional evening, and/or out-stationed assignments.

ESSENTIAL PHYSICAL/MENTAL FUNCTIONS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Physical Elements:

- Lifting and carrying 5-10 pounds occasionally
- Pushing and pulling 5-10 pounds occasionally

Buffalo and Erie County Workforce Development Consortium, Inc.

Job Title: Business Services Specialist

- Ability to stand, walk and sit
- Ability to speak and hear, both in person and on the telephone frequently
- Repetitive use of hands to finger, handle, feel and operate standard office equipment frequently
- Ability to bend, sit, squat, kneel, reach, balance and climb stairs occasionally
- Specific vision abilities required by this job include close vision, distance vision and the ability to use focus

Mental Performing Elements

- Regularly required to use written and oral communications skills;
- Organizing and coordinating schedules
- Read and interpret data, information and documents
- Analyze and solve non-routine and complex office administrative problems
- Use math and mathematical reasoning
- Observe and interpret situations
- Learn and apply new information or skills
- Perform highly detailed work on multiple, concurrent tasks
- Work under intensive deadlines with frequent interruptions
- Interact with career center directors, managers, staff, customers, the public and others encountered in the course of work; and
- Completing written work related information and reports as requested

Additional Information

The Business Services Division of the Buffalo and Erie County Workforce Development Consortium, Inc., a partner in Workforce Buffalo works to convene industry, education, economic development, and other community stakeholders to address important workforce issues. Focusing in target industry sectors, the department works to identify solutions that meet employer's needs and put job seekers back to work. We support the workforce system through successful business outreach and engagement. For more information visit workforcebuffalo.org/business-services.

To meet the needs of our customers, we strive to provide high quality service including access to employer related services, job seeker assistance and collaborative opportunities with local stakeholders that align and address regional and local workforce related trends and concerns. Business Services staff are expected to embody the following attributes:

- **Responsive:** To customer needs, as well as internal and external stakeholders.
- **Passionate:** About workforce development issues and customer concerns. Staff is expected to take the initiative to learn and understand local and regional workforce issues, concerns, trends and needs.
- **Collaborative:** Both striving to work effectively and collaboratively, internally and externally.

Buffalo and Erie County Workforce Development Consortium, Inc.

Job Title: Business Services Specialist

- **Strategic:** Conscientious of limited staff resources, and continuously looking for ways to improve services or service delivery.
- **Resourceful:** Focused on continuous learning (i.e. knowing the issues before our customers) and striving to access knowledge and resources to improve internal practices and services to our audiences.