

INTERLOCAL ASSOCIATION

Job Description

Job Title: Business Services Representative
Office: County WorkOne Office
Supervisor: Regional One Stop Manager
Status: Non-Exempt, Classification 4

Job Summary

The Business Services Representative (BSR) serves on the Region 5 Business Services team and represents their respective WorkOne offices to the employer community, Chambers of Commerce and other business minded entities. The BSR works locally to assist with the hiring needs of employers. The BSR will work with the WorkOne staff to develop a pool of appropriate OJT candidates and work with individuals placed in OJT through the completion of the training, including monitoring and intervening in the event of any issues.

Essential Job Duties

- Collect business intelligence from employers in the region and develop personal relationships with the major contributors to the regional economy. Compile and advise Regional Operator/Board of business intelligence for strategic planning.
- Prepare reports on business services activities for the Interlocal Association management staff and the Workforce Development Board.
- Provide information to employers, to raise awareness about all WorkOne services including but not limited to; Indiana Career Connect, WorkKeys profiling and assessments, on-the-job training programs, specialized recruitment and placement, screening services, etc.
- Promote the hiring practices of Dislocated Workers including specialized populations, such as; Veterans, person with disabilities, WorkIN, Youth, HIRE, etc.
- Deliver presentations to business and trade organizations regarding workforce related topics and services.
- Evaluate the workforce development and hiring/recruitment needs of businesses, and develop solutions-based strategies to meet those needs.
- Serve as the point of contact for companies in the event of closure or layoffs and coordinator Rapid Response efforts if necessary. Be aware of where layoff aversion activates would be appropriate and deploy resources as necessary.
- Develop strategic partnerships with local and statewide economic development colleagues to understand programs and abilities, share appropriate information about business activity and coordinate services that maintain, and or promote increased employment levels.
- Assist employers in utilizing all features of Indiana Career Connect to effectively recruits and select employees. Help employers post job orders as needed and use the system to find and/or screen applicants.
- Participate in Job Fairs, Career Fairs, and other opportunities for both employers and applicants to exchange information about jobs.
- Attend Chambers of Commerce and/or other business group meetings on a regular basis to gage business needs and promote the services of WorkOne.

- Participate in meetings and training at the regional and state level, as needed.
- Promote the development of a skilled regional workforce by encouraging employers to use WorkKeys profiles and assessments leading to Career Readiness Certificates. Follow up with participating WorkKeys companies to assure profiles are completed as needed, assessments are delivered in a timely manner and skills gap training is provided as needed.
- Communicate and keep WorkOne staff informed regarding business services activities.

Other Duties

May attend meetings or serve on committees that provide services to mutual customers, as appropriate. May attend training and meetings sponsored by the State or other organizations to update skills or information to better serve customers. Performs other related duties as required.

Working Conditions

Works most of the time in a well ventilated modern office. Performance of duties may require travel within the county and within and around the Region 5 area. Works standard 8:00 – 4:30, although schedule may be adjusted occasionally to accommodate varying needs of customers. Infrequent overnight travel may be required.

Education

Bachelor's Degree in a related field. At least one year of related professional work experience required. Demonstrable experience in a responsible position requiring independent judgment. Related work experience may substitute for the four year bachelor's degree.

Communication

Oral and written communication skills should demonstrate the ability to write letters, memos, reports, train staff and speak to groups.