

CLASS TITLE: BUSINESS SERVICE SPECIALIST

Class Code: 02643000

Pay Grade: 24A

EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To serve as an account representative or single point-of-contact to employers for the purpose of providing employment and training information and services, labor recruitment assistance, job order fulfillment, order work force development activities; and to do related work as required.

SUPERVISION RECEIVED: Works under general supervision, work is reviewed upon completion to ensure conformance with regulations, policies, procedures, and standards.

SUPERVISION EXERCISED: Usually none, but may direct the work of clerical and/or support staff, or serve as the lead team member.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To provide information to employers about employment and training or other workforce development activities.

To provide information about other business services relative to workforce development.

To perform specialized services such as customized recruitment and job fairs, customized training and OJT development, job order assistance, job order/job-seeker matching, and information on financial services for work force development.

To provide assistance to employers seeking workforce development services, such as OJT, work supplementation, job development, job task analysis, safety consultation, labor recruitment, income support, job order fulfillment, etc.

To represent, recommend, and/or promote job-seekers to meet employer recruitment needs.

To conduct job development activities to match job seekers with appropriate employers.

To assist in the integration of services, and for employers, and to coordinate provision of training and other resources to meet employer needs.

To interface with state and local economic development agencies to support business expansion and retention.

To represent the workforce development system in coordinated efforts to promote and attract new business.

To interface with state and local workforce development agencies as required.

To market Department services to the business community.

To participate in and/or conduct presentations at forums, seminars, job recruitment's, job fairs, Chamber of Commerce events, and other meetings and public events.

To do related work as required.

REQUIRED QUALIFICATION FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES:

A comprehensive knowledge of;

Employment and training programs and resources, workforce development programs, Employment Security, Unemployment Insurance, and Temporary Disability Insurance.

A working knowledge of,
State labor laws, economic development resources, the Workers' Compensation Act, occupations and occupational requirements, and employment conditions in the State's labor markets.

The ability to;

Analyze and determine customer needs; ensure customer satisfaction; determine eligibility and/or services needed; write reports; make presentations; communicate effectively, both orally and in writing; conduct effective interviews; proficiently use computers and word-processing software; represent the Department to businesses and job seekers in a professional and competent manner.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing with specialization in personnel, business, economics, marketing, organizational development, mass communications, or a closely related field; and

Experience: Such as may have been gained through: employment in position responsible for interacting with business; providing exceptional customer support and service; providing employment and training services; serving as a business account representative; making presentations to business groups;

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: November 19, 2000

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