

HAMPTON ROADS WORKFORCE COUNCIL - JOB DESCRIPTION

Job Title:	Business Services Specialist
Reports to:	Director of Business Services
General Classification:	Operations
Employment Status:	Full-time, Regular
Last Review:	July 1, 2021, <i>Subject to change as merger integration evolves.</i>

GENERAL STATEMENT OF RESPONSIBILITIES

This position serves as a Business Services Specialist for Hampton Roads Workforce Council (Council) and is primarily responsible for meeting the workforce demands of the Business Community, in an efficient and effective manner. Conducts research, collects data, maintains data bases, identifies appropriate job seekers for referral to employers and assists with updated resumes, as needed as per the Workforce Innovation and Opportunity Act (Public Law 113-128) of 2014. Work is performed under the direct supervision of the Business Services Coordinator and general supervision of the Director, Business Services.

ESSENTIAL JOB FUNCTIONS

- Receive and process employer job orders and employment opportunities identified through other sources. Maintain the employer job order and general job opening announcement board and ensure that all posted positions are current. Communicate with One-Stop partner organizations in order to inform them of job openings.
- Conducts eligibility sessions for Incumbent Worker Training (IWT) and On-the-Job Training (OJT) programs.
- Certifies files for enrollment.
- Performs IWT/OJT case management.
- Performs intake duties as assigned by Virginia Career Works – Hampton Roads Region Senior Director.
- Maintain an ongoing up to date customer resume skills data base for use in job matching activities.
- Conduct searches in the Virtual One-Stop (VOS) System and other data bases for appropriate resumes to match with job requirements. Identify and pursue suitable matches of job seekers with positions, review resumes and make referrals to employers in coordination with the Business Services Coordinator, as appropriate.
- Assist employers with Virginia Workforce Connection (VAWC) system and job orders.
- Conduct follow-up activities with employers in order to track and report job seeker referral outcomes and to maintain a positive customer service relationship with employers.
- Assists with collaboration efforts with the Virginia Employment Commission, other One-Stop partner agencies, and other members of the Business Services Team to ensure communication and a streamlined approach to outreach and marketing for OJT, incumbent worker programs, volunteer programs, transitional employment programs, fee-for-service programs, and customized training programs for adults and dislocated candidates.
- Attend job fairs as a representative of the One-Stop Business Services team, as needed.

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- Identify need and refer prospective job seeker referrals to the One-Stop Resume Workshop for resume improvement prior to employer referral, as appropriate. Communicate with the Workshop Facilitator, accordingly.
- Creates marketing materials for hiring events, job announcements, etc.
- Represent Hampton Roads Workforce Council on the region's Rapid Response team.
- Coordinate hiring events for the One-Stop.
- Perform other related tasks, as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Board of Director's Vision, Mission and Values.

REQUIRED KNOWLEDGE

- Ability to understand the vision and values of the Council and to implement the mission, purpose, and goals. To be aware of and comply with all policies and procedures of the Council, upholding organization values and client confidentiality.
- Ability to plan and organize work activities, including collecting and analyzing data, and making logical recommendations from available data.
- An ability to establish and maintain effective working relationships with business partners and other area private and public stakeholder organizations.
- A strong, well documented work ethic.
- An ability to respond to rapidly changing priorities and new directives.
- A demonstrated sense of integrity and ability to maintain the confidence level required for sensitive personal information of individuals, clients, and businesses.
- A team player that will favor the needs and requirements of the employer and clients ahead of all other priorities.
- Specific knowledge of WIOA OJT/Limited Internship Legislation, Rules, and Regulations.
- General knowledge of Workforce Innovation and Opportunity Act (WIOA) of 2014 Legislation, Rules and Regulations.
- General knowledge of personal computers and related peripheral equipment. Comprehensive knowledge of Microsoft Office 2016 or newer.
- Knowledge of the Virginia Workforce Connection (VaWC).
- Must be capable of working flexible hours, including some evenings and weekends.

REQUIRED SKILLS

- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- Judgment/Decision Making - Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.

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REQUIRED ABILITIES

- Communication - Excellent ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics. Ability to listen and understand information and ideas being presented verbally and in writing.
- Time Management - Ability to plan and organize daily work routine; establish priorities for the completion of work in accordance with sound time-management methodology. Ability to plan and coordinate multiple projects and activities with broad scope and breadth. Understands and comfortably navigates the multi-disciplinary nature and broad reach of the public workforce development arena. Must be able to multi-task in a dynamic and ever-changing operating environment.
- Coordination and Collaboration - Equally comfortable working as part of a inter or intra agency team. Works well in a collaborative, open and collegial partner and stakeholder centric ecosystem. Coordinates with other managers, project leads, partners and staff, as needed, to fulfill project objectives.

EDUCATION AND EXPERIENCE

Requires an Associate's Degree in business administration or related field and three (3) years of relevant employment experience; bachelor's degree preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and a valid driver's license. Because this position will support regional infrastructure, travel using dependable personal transportation and current auto insurance coverage will be expected. Mileage reimbursement will be provided per agency policy. Certified Workforce Development credential preferred.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or workstation.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.