

## HAMPTON ROADS WORKFORCE COUNCIL - JOB DESCRIPTION

<b>Job Title:</b>	Business Services Coordinator
<b>Reports to:</b>	Director, Business Services
<b>General Classification:</b>	Operations <b>Pay Band:</b> Coordinator
<b>Employment Status:</b>	Full-time, Exempt
<b>Last Review:</b>	July 1, 2022

### **GENERAL STATEMENT OF RESPONSIBILITIES**

This position serves as a Business Services Coordinator for Hampton Roads Workforce Council (Council) and is primarily responsible for promoting and developing all locally Workforce Innovation and Opportunity Act (Public Law 113-128) of 2014 authorized work-based training and employment opportunities to area businesses. This includes On-the-Job (OJT) training, Incumbent Worker training, Work Experiences (IWT) (i.e. transitional jobs), Internships and other related support activities. This position coordinates all available resources necessary to meet the needs of the local businesses through collaboration with the One-Stop System partners. Work is performed under the general supervision of the Director, Business Services.

### **ESSENTIAL JOB FUNCTIONS**

- Promote business services to employers in the service community.
- Determine the skills and training requirements that partner businesses need to fill approved openings and tailor-match candidates for the role.
- Coordinate with Business Services Training Coordinator to identify active participants for the new OJT and IWT opportunities.
- Analyze and compile local labor market reviews in an effort to maintain relevant and competitive training opportunities in a growing labor market.
- Represent the One-Stop at State facilitated business closure/employee downsizing rapid response events in coordination with the Council's Director, Business Services.
- Conduct follow-up activities with the business community in order to measure the effectiveness of One-Stop services and recommend areas for improvement.
- Collaborate with partners at the VEC, One-Stop and Business Services Division to ensure that communications remain open and streamlined, as well as developing growth opportunities through the joint investment of all involved.
- Daily maintenance of applicable internal databases (including VAWC and CRS) and reporting processes.
- As appropriate, represent Management at monthly or quarterly committee, chamber and community meetings.
- Represent the Council at job fairs, community events and other employment-based activities.
- Ensure professional representation of the Council at all times.
- Must be capable of working flexible hours, including evenings and weekends where necessary.
- Perform related tasks and assignments as required.

### **SUPERVISORY RESPONSIBILITIES**

Supervise Business Services Specialist.

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## **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's Vision, Mission and Values. Senior level employees are also expected to lead by example and demonstrate the highest level of energy, ethics and professional decorum.

## **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 work as a team member.
- Ability to deal with a fast-paced business driven work environment in an effective and professional manner.
- Ability to speak and relate to the needs of business. Ability to simplify bureaucratic program jargon into business essentials.
- Ability to analyze and evaluate procedures and work methods and to exercise appropriate judgement in establishing training/work priorities.
- Specific knowledge of private sector employment methods and personnel systems.
- General knowledge of WIOA Work-Based Training rules and regulations.
- 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.
- General knowledge of office systems, practices and administration.
- Ability to function independently.
- Ability to communicate effectively both orally and in writing.
- Ability to comprehend and interpret federal, state and local policies and regulations so as to effectively manage the services of the Business Services Division.
- Ability to read, understand and interpret written materials (especially federal, state, and local policies and regulations pertinent to the administration of the WIOA Program) and oral instruction.
- Ability to conduct detailed analysis of program issues and concerns and make recommendations as appropriate.
- Ability to complete and write detailed reports and studies which include both narrative and numerical information.
- Ability to establish and maintain effective work relationships and to deal effectively and courteously with the public and businesses.
- Must be capable of working flexible hours, including some evenings and weekends.

## **REQUIRED SKILLS**

- Language Skills -Ability to promote services and merits of job training programs to local businesses; ability to respond effectively to staffing issues, customer inquiries and complaints and other sensitive program related matters; and ability to effectively present and report both qualitative and quantitative information to both small and large groups, committees, boards, etc.; bilingual skills preferred (oral and written): English/Spanish.

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- Mathematical Skills - Ability to perform basic mathematical equations.
- 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.

### **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 a bachelor's degree in business administration, human resources, or related field preferred; master's degree is preferred. Five or more years of progressive work experience in sales, education, human resources, marketing and public relations, customer support and customer service center operating environment; private sector sales, business development, education, or HR experience; ability to match and market the skill sets of job seekers to the hiring needs of local businesses; knowledge of local labor market, industry hiring trends, labor supply/demand chain; knowledge of occupational demand trends, career pathways, and electronic job posting/matching tools and resources; track record of being able to work with minimal direct supervision; knowledge of WIOA and the Comprehensive One Stop Service Delivery System; knowledge of major partner agency programs and allied community resources; excellent written and verbal communication skills; strong organizational and time management skills; and proficiency with industry standard computer software and applications; social media, and knowledge of website maintenance recommended.

### **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

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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.

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_