

Business Services Team Job Description and Customer Flow

Accountable To:

Functional Leader

Responsibilities:

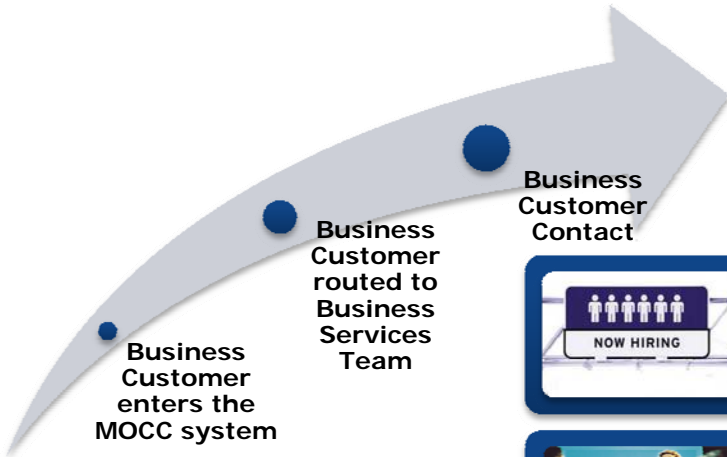
1. Receives and records job orders from a variety of employers.
2. Assist local employers with their recruitment needs.
3. Market all Missouri Career Center products and services using both the local and statewide Product Box as your guide. Work to inform employers, community organizations and other stakeholders of the full menu of workforce development programs and services.
4. Assist with area career and resource fairs.
5. Classifies all job orders and job seeker qualifications using skill codes.
6. Contacts employers to identify their labor needs and problems; develops a plan of service.
7. Assists with solicitation and development of on-the-job training contracts.
8. Provides technical assistance to workforce development staff, service providers, employers and job seekers regarding special employment issues, personnel problems and business needs.
9. Coordinates efforts to ensure that Missouri Career Center Team Members are responding to the needs of employers and businesses in a timely and professional manner.
10. Plans, develops and coordinates efforts to improve business satisfaction using workforce development employment and training programs.
11. Develops, coordinates and maintains effective working relationships with businesses, community organizations, industrial education groups and business planning committees; initiates public relations activities to promote and explain Missouri Career Center programs and services, to include Veteran services.
12. Consults with the NEMO Workforce Investment Board and Missouri Career Center Functional Leader to ensure that all career center programs and services are satisfactory; develops strategies to improve services to employers.
13. Attend staff meetings, submit required reports and interpret program information for your local Missouri Career Center. In addition, you must be well versed in the overall operation of the Center and the local workforce system so that you can make policy and procedural recommendations to the Regional Business Services Team on behalf of your local Career Center.
14. Contribute in their team role(s) to ensure Missouri Career Center performance standards are met and/or exceeded, while ensuring compliance with the Federal, State, and NEMO Workforce Investment Board rules and regulations.
15. Answer phone when necessary and serve as backup as needed.
16. Perform other related duties as assigned.

This is a generic job description and does not apply directly to full-time Veteran's staff due to the restrictions that Veteran staff cannot be in a position where non Veteran customers expect assistance from Veteran staff.


Qualifications:

1. Prefer one year of customer service and professional work experience in the workforce development system or related field.
2. Prefer completion of a recognized workforce certification training program within 1 year of hire date.
3. Knowledge of how to obtain local labor market information, including jobs in demand, employer skill expectations, and wages. Ability to organize and present this information to groups of customers and/or to individuals.
4. Knowledge of state and federal laws and regulations governing workforce development programs and activities.
5. Knowledge of current local employment conditions and business practices in the public and private sectors.
6. Knowledge of public relations functions (for example releasing information to the media, connecting with civic organizations such as chamber of commerce, etc.).
7. Knowledge of social, economic and community issues impacting area businesses and employment opportunities.
8. Ability to provide technical assistance to businesses concerning the processing of tax credit applications.
9. Knowledge of the principles of organization and management underlying the workforce development system and the applicable state and federal laws. (i.e. relationship/function of entities/organizations involved in the Workforce System)
10. Knowledge of occupations and the qualifications required of workers in your area and the region.
11. Ability to maintain accurate and organized records in an automated case management system. Ability to maintain these records in an on-line, real-time environment.
12. Ability to compile, analyze and evaluate data in or to make suitable determinations and present findings in oral or written form.
13. Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
14. Ability to work alone with minimum supervision and work with others in a team environment. Ability to work rapidly for long periods and work on several tasks at the same time, often under pressure. Ability to meet deadlines for the completion of required activities.
15. Ability to effectively communicate orally and in writing with co-workers, other Missouri Career Center teams, employers, service providers, customers, the public, and various community organizations and other governmental, civic, labor and public groups, including being sensitive to professional ethics, gender, cultural diversities and disability related issues.
16. Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
17. Working knowledge of Standard English grammar, spelling, and punctuation, and ability to conduct public presentations and prepare detailed written reports as required.
18. Must possess high school diploma or GED.
19. Must be willing to submit and pass a drug/alcohol test.

Business Services Team – Business Customer Flow




Products & Services




Hiring & Recruiting

- Proceed with job order process in MCS
- Assist with customer interviews in MOCC if appropriate
- Job order entry by staff




Training

- Make contact with appropriate Team for services
- Proctor tests/assessments if allowable and/or appropriate
- Market and/or develop contracts for training programs operated thru MOCC




Reporting Layoff or Business Retention Needs

- Refer to WIB Rapid Response Coordinator
- Contact DWD Regional Business Rep with any Business Retention needs




Technical Assistance

- Assist with MCS registration
- Assist with job orders
- Assist /update MCS access and reset of employer password




Labor Market Information

- Assist with navigation of MERIC website
- Provide wage analysis, unemployment rates, labor cost analysis, related info.
- Provide regional business incentive info. & business climate comparison info.




Economic Development

- Make contacts & develop relationships. Answer Questions!
- Promote services & partner with EcDev to serve customers & promote events
- Provide welcome information, introduce self and services to new businesses



Hiring Incentives

- Refer and make contact with appropriate Team for services
- WOTC • Show-Me Heros • Federal Bonding
- US DOL VETS • Work Experience • OJT



Business Outreach (Direct & Indirect Business Contacts)

- Intro self & MOCC services provide info • Attend Chamber meetings, etc.
- Inquire about hiring needs • Conduct networking events such as MEC
- Targeted Outreach • Job Development

Follow-Up Services: The Business Services Team provides follow-up services to the Business Customer.

PLEASE NOTE: You must document ALL business contacts in ToolBox!

