

WORKFORCE DEVELOPMENT BUSINESS SERVICES REPRESENTATIVE

GENERAL STATEMENT OF DUTIES

Performs difficult professional and administrative work in the management and operation of the Workforce Development program.

DISTINGUISHING FEATURES OF THE CLASS

The focus of work in this class is to implement employment strategies that promote economic development through job retention and job creation within the seven county region of Western North Carolina. Work includes serving as a resource for NCWorks Center staff and contractors in the region needing assistance with employment related matters. Work also includes assisting providers with training and promotion and technical assistance of workforce programs. The employee must foster positive and productive relationships with employers in region by promoting job training programs, scheduling informative seminars and providing assistance with employment related needs. Work is performed under the general supervision of the Workforce Development Director.

TYPICAL TASKS

- * Participate in Rapid Response function of Commission by inventorying, acquiring and assembling Rapid Response materials for Rapid Response meetings. Assist with assembling Rapid Response Team members, scheduling Rapid Response meetings and preparing agendas. Also survey affected workers, compile results and share information with One-Stop Career Center partners.
- * Provide assistance to employers in seven county region through the benefits of the Incumbent Workforce Development program. Assist employers with application process, score sheets for grants applications, submit applications and prepare contracts for awarded funds. Also monitor active contracts and complete applicable reports.
- * Promote (OJT) On-the-Job Training program to employers in seven county region. Provide training and technical assistance to One-Stop Career Center staff and contractors pertaining to specifics of OJT program. Also monitor OJT contracts, provide updated forms to OJT staff and create marketing materials for OJT program.
- * Monitor contracted and in-house (WIOA) Workforce Innovation and Opportunity Act programs for compliance with federal and state guidelines. Also visit WIOA contractors to perform annual financial monitoring audits during the year.
- * Provide assistance to NCWorks Career Centers in seven county region through services such as creating employer surveys, setting up employer/staff seminars and creating/providing brochures and marketing materials for employers.
- * Research and provide (LMI) Labor Market Information to employers, state agencies, community colleges, chambers of commerce and NCWorks Career Centers within our seven county region.

- * Attend quarterly statewide (BSR) Business Services Representative meetings. Also participate in statewide BSR projects such as promoting BSR surveys and BSR training programs.
- * Provide ACT WorkKeys Job Profiling services to employers in Commission's seven county region.
- * Function as backup monitor to request and transfer funds from (FMIS) Financial Management Information System that are related to WIOA program to cover outstanding program costs.
- * Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

Computer proficiency on Internet, e-mail, Power Point, and Microsoft Office (Word, Excel, and Outlook)

Knowledge of fiscal and administrative principles and practices, community resources and social services programs.

Ability to handle confidential information.

Ability to work with minimal supervision.

Ability to read, analyze and interpret policies, procedures and technical manuals, formal directives and notices, and governmental rules, regulations and statutes.

Knowledge of federal, State and local regulations governing the WIOA NCWorks System and related programs, including monitoring and performance requirements.

Ability to communicate effectively with employers/businesses, identify problems, and offer solutions.

Knowledge of accounting principals and procedures.

DESIRABLE EDUCATION AND TRAINING

Any combination of education and training equivalent to graduation from a four-year college or university with a degree in business administration or related field with some experience working in the business sector.

PHYSICAL REQUIREMENTS

Work in this class is generally sedentary. Work does require the ability to talk to program participants, see printed materials and a computer screen, and the physical dexterity to operate a motor vehicle and office equipment. Work is required outside of the office so the ability to travel is a requirement of the job.

SPECIAL REQUIREMENTS

Possession of a valid North Carolina driver's license and a satisfactory driving record.

FLSA STATUS

Exempt