

BUSINESS SERVICES COORDINATOR

DEFINITION

To plan, coordinate, and direct personnel in duties related to the development and coordination of private and public sector economic revitalization, worker retraining, and employment-generating activities developed under the Dislocated Worker Rapid Response Program.

DISTINGUISHING CHARACTERISTICS

This is a single-position classification. Positions at this level perform the full range of duties as required by the program, working independently and exercising judgment and initiative. Responsibilities include the application of knowledge and skills in the coordination of various activities and operations. Positions at this level receive only occasional instruction and assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Employment Services Program Manager, exercises direct supervision over professional, technical, and clerical staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Oversees operation of MicroEnterprise Programs.

Supervises day-to-day operations of the Business Services Office

Initiates on-site contact with employers and employee representatives to provide program information and emergency assistance.

Coordinates Rapid Response activities for closures and lay-offs.

Coordinates Labor Management activities.

Communicates with local economic development agencies and partner agencies regarding job development, business expansion and retention activities.

Develops community response plans to assist employers and dislocated workers.

Serves as liaison with other agencies and service organizations, private enterprise, etc., regarding employment services and incentives.

Assists in coordinating and facilitating employer workshops with partner agencies.

Meets regularly with job development team.

Prepares promotional advertisements and public service announcements for distribution to the news media.

Updates and maintains labor market information.

Assists in pre-screening applications and resumes for employers.

Prepares target income group report for EDC and local municipalities.

Performs general administrative/office work as required, including but not limited to copying and filing documents, entering computer data, preparing/typing documents, preparing special mailings, answering the telephone, faxing information, maintaining office equipment, coordinating and/or attending meetings, preparing purchase bids / orders, etc.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local laws, codes and regulations.

Public and private resources available to dislocated workers.

Labor-management relations and collective bargaining activities.

Private industry and labor market trends.

Programs and services available to veterans.

Principles and practices of public administration.

Principles and practices of job development and training program development and administration.

Principles and practices of economic development.

Principles and practices of program review and management.

Research methods, techniques and procedures.

Budgeting procedures.

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Modern office procedures, practices and technology, including computer word and data processing.

Basic mathematical principles.

Principles and procedures of record keeping.

Ability to:

Interpret and apply federal, state and local policies, procedures, laws and regulations.

Organize a broad-based response to a dislocation event.

Coordinate services provided to dislocated workers.

Work effectively with others in difficult situations.

Gain cooperation through discussion and persuasion.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goal.

Ensure program compliance with applicable policies, procedures, laws, regulations and grant requirements.

Prepare and maintain reports, records and logs.

Communicate clearly and concisely, both orally and in writing.

Organize and take the initiative to perform job duties with minimal supervision.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible program development and administration experience in an economic development, job development or job training program, preferably in local government, including supervisory experience.

Training:

Bachelor's degree from an accredited college or university in business administration, public administration, social science or related field. Three additional years of experience in job training development and administration may be substituted for the degree.

Classification Code:	1456000
Bargaining Unit:	10
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	Refer to "Class Range Sort"