

YUBA COUNTY OFFICE OF EDUCATION
Classified Job Description

BUSINESS SERVICES REPRESENTATIVE

DEFINITION:

Under general supervision of the Director of One Stop, the Business Services Representative will travel to provide workforce development information and resources to local employers/businesses. Develop and maintain on-the-job training, work experience and individual training agreements. Coordinate, report and assist with Rapid Response activities, track monthly employer expenditure, enrollments, and outcomes for performance, attends partner/community meetings to promote workforce program services, update, review procedures for related activities and perform other related duties as assigned.

DIRECTLY RESPONSIBLE TO:

Director of One Stop

SUPERVISION OVER:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Recruitment and Outreach:

- Analyzes program and labor market needs.
- Designs and implements marketing plans.
- Coordinates, organizes, and implements special activities to meet the needs of the employers;
- Coordinates and participates in job fairs/hiring and community events.
- Provides information to potential employers and trainers regarding various programs and services offered.

Job Development and Retention:

- Initiates and maintains ongoing personal contacts with various businesses, industry representatives and job placement/training agencies to promote programs for client/individual placement.
- Develops on the job training and work experience sites.
- Collects data from employers related to job orders, assists employers in entering job orders in CalJOBS and assesses the employer's needs.
- Delivers Job orders/leads from employers to Training and Employment Counselor(s).
- Develops and administers employment workshops.
- Plans and implements job-related events.
- Provides job retention and follow-up services to employers.
- Maintains and disseminates current labor market information and available trainings.

Program Development and Implementation:

- Develops agreements and coordinates services with various agencies.
- Develops procedures and executes action plans to meet program goals.
- Participates in the planning of Request for Proposal (RFP) implementation.

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- Develops, implements and follows-up with supervisors and team on individual and program strategic plans.

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

- High school diploma or equivalent is required.
- Bachelor's degree from a four-year college or university in a job related field or five years of related experience and/or training, or equivalent combination of education and experience.

Knowledge of:

- Principles and processes for providing customer and personnel services.
- Program regulations
- Operation of a variety of office equipment and software, including but not limited to Microsoft Office Suite and Google Suite.
- Business and management principles involved in strategic planning, resource allocation and coordination of people and resources.
- Principles of marketing and public relations.
- Case management procedures.
- Basic research techniques
- Method and techniques of job development and client placement.
- Career counseling techniques.
- Community resources and training programs.
- Principles of quality practices and exemplary customer service.
- English grammar, punctuation, and spelling.
- CalOSHA training manuals and procedures.

Skills and Abilities:

- Creates and presents information using various techniques and formats such as social media, websites, videos, lectures, career and resource fairs and online applications.
- Read, analyze, and apply general business periodicals, professional journals, technical procedures, and governmental regulations.
- Write reports, business correspondence, and procedure manuals.
- Effectively present information and respond to questions from groups of managers, clients, customers and the public.
- Communicate effectively in both oral and written form; read, understand and follow instructions.
- Define problems, collect data, establish facts and draw valid conclusions.
- Prioritize, organize and complete assigned work.
- Work independently and make decisions within the framework of established guidelines.
- Understand and maintain confidentiality.

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- Works collaboratively with assigned supervisor and team members to assure the effective and efficient operation of the assigned program/department.
- Develop and maintain successful business relationships.
- Demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural and ethnic backgrounds of staff and community members.

Physical Requirements:

- Bending at the waist, kneeling or crouching; climbing or balancing while using step stool.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Ability to lift light objects (less than 20 lbs.) on an intermittent basis. May be required to lift heavy objects (up to 30 lbs.) on an intermittent basis. Requires two or more persons or a hand/truck cart to lift 50 pounds or more.

Work Environment:

Employees in this position will be required to work in an office and/or school facility environment with regular interruptions and participate in small and large group meetings. The employee must be self-sufficient with regards to travel within the community to provide services.

Licenses and Certificates

- Valid California Class C Driver's License;
- If driving personal vehicle, provide proof of automobile liability insurance.

Clearances:

- Criminal Justice Fingerprint Clearance
- TB Clearance

Employee Classification: Classified

Salary Range: H

Approval Date: August 15, 2024