Position Title: Business Services Representative
Status: Non-exempt, Union Represented/UFCW 1459
Grade: Grade 7
Location: This position is stationed in Greenfield
Supervisor: Operations Manager
Date: February, 2024

Position Summary:
A member of the Franklin Hampshire Career Center Business Services Team (Biz Team). Works with employers in the FHCC region to determine, develop, and respond to employer business and workforce needs. Conducts outreach to employers, keeps the pulse on the business community, conducts needs assessments, and provides resource and referral to partner agencies when appropriate. Provides business services including but not limited to labor market information as requested by business customers, post job openings, organize job fairs and employer recruitments, conduct job development activities, and manages On-the-Job Training (OJT) or other work based learning placements with employers in collaboration with the Career Services team. Represents FHCC at regional and statewide events.

Essential Functions/Responsibilities:
1. Markets and promotes Career Center services and programs to area employers and other interested parties by visiting businesses and business organizations to introduce Career Center programs and services and to solicit employer participation. Implements outreach programs designed to promote Career Center business services through print and electronic media including a regular email newsletter to businesses in collaboration with Business Services Manager.

2. Establishes and maintains effective working relationships with area employers through outreach, determining employer needs, developing business services plans responsive to employer needs, and bringing in appropriate state or local partner agencies to assist as appropriate, attending regional and statewide business association meetings and events (as discussed with the Supervisor) to network, collaborate, and stay informed.

3. Provides technical assistance and acts as a problem solving liaison for employers with workforce needs providing solutions such as job development and updated job descriptions, recruitment assistance, general business problem solving and resource referral, and exploring hiring incentives such as work-based learning, tax incentives, training, etc.

4. Prepares job orders with timely distribution to Career Center staff to facilitate prompt and effective job referrals.
5. Plans, organizes, and conducts job fairs, special events, and recruitments to provide large scale labor exchange opportunities for both employers and job seekers.

6. In accordance with Career Center/DCS policies and standard operating procedures, maintains a data bank of information in the Massachusetts One Stop Employment System (MOSES) on local area employers to document on-site visits, business needs, and business services provided. Records all business services provided in MOSES in a timely and accurate fashion. Works with the IT Specialist to update Hot Job Lists templates as needed.

7. Provides job development, job search assistance, and vetted job referrals for customers in coordination with Career Services Team.

8. Develops and negotiates individual On-the-Job training (OJT) and other work based learning contracts between area employers and eligible Career Center customers in collaboration with the Career Services team including but not limited to:
   a. Recruit employers that may benefit from OJT programs, screen and refer customers, negotiate terms and conditions of contract.
   b. Monitor OJT, prepare contract modifications when necessary, process monthly invoices, approve expenditures for fiscal payment to employer.
   c. Coordinate OJT procedures with employers, customers and appropriate Career Center staff to ensure satisfactory completion of the training contracts.
   d. Provide follow-up assistance to employer and job seeker to identify and solve problems needs that may arise during the OJT placement to ensure a positive outcome.

9. Establishes and maintains effective working relationships with partner business organizations, peers, supervisors, and other Career Center partners. Actively participates with Career Center teams to improve quality of services to employers and job seekers.

10. Researches and stays up to date on business services best practices. Participates in staff development and cross training opportunities to expand functional business services and job development skills and promote professional growth.

11. Performs other duties as required to support customer service and ensure the smooth daily operation of the Career Center including but not limited to front desk and resource room assistance, individualized job counseling services as needed.

**Recommended Minimum Qualifications:**

1. Bachelor’s Degree from an accredited college preferably in a related field. Each year of related experience may be substituted for one year of the educational requirement.
2. Previous experience in workforce development, economic or business development, marketing, or customer service.
3. Demonstrated oral and written communication skills.
4. Computer knowledge/skill including Microsoft Office Suite with emphasis on Data Entry, Word, Excel, and Outlook.
5. Ability to understand, interpret and implement appropriate state and federal regulations and guidelines.
6. Ability to develop and maintain a good working relationship with a wide variety of people and organizations.
7. Knowledge of area employers and human service agencies.
8. Bi-lingual capacity a plus.

Job Environment and Physical Requirements:
The work environment and physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Has access to a variety of confidential organizational, financial, employee, and customer information. Errors in judgment could severely jeopardize operations or have direct financial or legal repercussions.
2. Work is performed generally in a typical office environment and in a classroom setting which includes community spaces and varying noise levels.
3. Frequently requires work at a desk, sitting for long periods of time as well as standing and moving about for long periods of time during workshop presentations.
4. Regularly convey information verbally and in writing to employees and to the public.
5. Move about inside the office to access file cabinets and office machinery with some bending and stretching required.
6. Must occasionally lift or move objects such as supplies, folders, books, and manuals. Room setup requires movement of chairs, tables, and laptop computers. Multiple office locations requires lifting and transporting files between offices which may weigh between 10-20 lbs.
7. Manual dexterity to operate a telephone, keyboard, and calculator at efficient speed and to view computer screens, spreadsheets, power points presentations, and documents for extended periods of time.
8. Specific vision abilities include ability to adjust focus, near and far clarity of vision, 3-dimension depth perception, ability to judge space relationships, ability to maneuver through complex database systems and to explain what is shown to customers, ability to maneuver through on-screen and power point presentations and to engage with customers about that content.
9. This position requires frequent public communication and verbal presentations (talking, listening, hearing, expressing oneself, presenting) with business and job seeker customers, colleagues, and public events requiring the ability to hear, speak clearly, and exchange information within a limited time frame.
10. This position is stationed on a regular basis at the Greenfield office but may require driving to the Orange or Northampton Career Center access points and to other off-site locations on a regular basis.

11. Must have reliable independent transportation and a valid driver’s license.

12. Attendance and work outside of normal business hours is periodically required.

AA/EOE/ADA

This job description does not constitute an employment agreement between FHETC and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.