

Job Description

Job Title: Business Services Consultant		Department: Administration	
Reports to: Business Services Manager		Date: April 1, 2013; August 2018	
Job Code:	Type of position:	FLSA:	Position Details:
Approved By: Eddie Foreman, CEO	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	<input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

JOB SUMMARY

The Business Service Consultant (BSC) develops relationships with Oklahoma businesses, other agencies, and local civic and economic development groups in order to introduce businesses to Workforce Innovation and Opportunity Act (WIOA) programs, to clearly and persuasively explain available WIOA programs, and to assist business in selecting and utilizing the right program(s) to accelerate their success. Equipped with thorough WIOA product-knowledge, the BSC serves as the Central Oklahoma Workforce Innovation Board's (COWIB's) key customer-facing employee and the initial business-customer contact for most WIOA programs, products and services. The BSC, through regular employer interviews and surveys, identifies and analyzes employer workforce needs, promotes COWIB's program priorities and its oversight and administration of effective worker recruitment, education, training, and employment -- all in service to nationally competitive workforce and economic development for Oklahoma.

RESPONSIBILITIES

- In collaboration with area system partners, refers employers to, and assists employers in utilizing, the appropriate WIOA resources to improve recruiting and retention, employment and reemployment success, turnover, absenteeism, employee development, training and staffing strategies.
- Through face-to-face employer interviews and surveys, communicates and works with all COWIB resources to develop solutions to address immediate workforce needs identified by the business community.
- Contacts civic organizations and business associations to conduct presentations and informational programs promoting COWIB's workforce activities and educating and training business employers to benefit from COWIB's and its partner organizations' services.
- Represents COWIB to regional economic development groups and partners with them in their efforts to assist new and expanding businesses in staffing needs; work in partnership with local economic development planners.
- Ensures that COWIB's efforts to align workforce education and training, successful employment and economic development are promoted vigorously and equally throughout out COWIB's service area.
- Serves as a COWIB point of contact for timely local labor market information and as liaison with the system partners, Oklahoma Office of Workforce Development and local agency partners in recruitment or training of workers to fulfill local employer needs.
- In collaboration with the Business Services Manager, implements, configures, and administers a Customer Relationship Management (CRM) system to identify current and future workforce needs.
- Assists Business Services Manager with regional radio/television/newspaper and other social media campaigns to market workforce development services; partners with other agencies to provide streamlined services and prevent duplication of efforts.
- Prepares performance reports by collecting, analyzing, and summarizing activities: meetings, presentations and outreach effectiveness, new business customers, existing customer requests, complaints, successes.
- Supports COWIB by providing employer/workforce data, market trends, forecasts, account analyses, new

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product information; relaying customer services requests.

- Contributes to COWIB mission and success in reaching goals by accepting ownership new and different assignments and requests; explores opportunities to add value to job accomplishments.
- Performs other duties as may be assigned.

REQUIREMENTS

- Familiarity with Central Oklahoma's efforts to improve workforce quality, including the Workforce Innovation Act, Oklahoma Office of Workforce Development, DOL/ETA, and Governor's Council on Workforce and Economic Development.
- Ability to understand and comply with WIOA and COWIB policies and procedures.
- A self-starter, highly organized, and able to work well with the COWIB BSC Team, system partners and customers at all organizational levels.
- Polished presentation, interpersonal skills, communication and public speaking skills.
- Highly innovative while maintaining attention to continuity, project sustainability, detail, and quality.
- Able to deliver on objectives in a timely manner and in a high demand environment.
- Demonstrated strategic, analytical, problem solving and planning skills.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations.
- Possess superior communication skills, both written and verbal.
- Possess strong team orientation with the ability to collaborate, influence, and negotiate.
- Computer literate, specifically MS Office applications.
- Knowledge and technical experience related directly to quality tracking and reporting of business services activities; familiarity with customer relationship management (CRM) systems.

EDUCATION & WORK EXPERIENCE

- Highschool Diploma or equivalent required; Bachelor's degree or equivalent preferred; or combination of education and experience
- Two or more years' experience related to customer services, economic development, marketing, public relations, and human resources; must have demonstrated experience in public appearance, customer-facing roles.

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

While performing duties of this job employee will travel extensively off site during the course of conducting business, will be exposed to driving varying distances within the COWIB Area, in all road and weather condition. Off-site meetings often include walking tours of industry and business locations; not all sites may be wheelchair accessible; essential functions of the job require the employee to frequently sit and stand. Must have manual dexterity and vision necessary to perform essential functions. Communication and presentation responsibilities and activities require the ability to hear and speak. The noise level and smoking environment will be dependent upon customer business and culture.

Though headquartered in an office environment, the off-site work characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change, so, too, may the essential functions of this position.

I acknowledge that I have read and understand this job description.

Employee Signature

Date