

## Job Description



Job Title: Business Services Manager		Department: Administration	
Reports to: Chief Operations Officer		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 type="checkbox"/> Individual Contributor <input checked="" type="checkbox"/> Supervisor/Manager (direct reports)

### JOB SUMMARY

The Business Services Manager (BSM) ensures consistent and effective development of services provided through the Workforce Investment Act (WIOA) to Oklahoma employers. These services consist, primarily, of workforce development programs linked by employer focus groups, organized and lead by the BSM, to current and well demonstrated business needs. The BSM also leads and supervises a team of Business Service Consultants who deliver these COWIB programs to employers. As Team Leader, the Business Services Manager (BSM) develops executive-level relationships with Oklahoma employers, our partners, other agencies, and local civic and economic development groups. The BSM looks for opportunities in economic development that provide for layoff aversion, business retention, expansion and attraction. The BSM represents COWIB in working with companies and communities to promote understanding of the WIOA and utilization of COWIB's Business Connections and other workforce programs. At all times the BSM represents the Central Oklahoma Workforce Investment Board and develops professional and systematic practices promoting the vision, mission and goals of the Board.

### RESPONSIBILITIES

- Works with the partnership to conduct customer needs and service satisfaction surveys from employers receiving services under any Board program and reports results to the Central Oklahoma Workforce Innovation Board (COWIB) and its CEO, and to Central Oklahoma Local Elected Officials Board (CLEO).
- Develops tactical plan for the Business Services team focused on increasing the number of area businesses utilizing the workforce system and increasing the services available to the business community.
- Establishes a features comparison system to identify services requested by local businesses but not currently available; develops the capability to the partners to offer new services, which may include "for fee" services.
- In collaboration with the Business Services team, implements, configures, and administers a Customer Relationship Management (CRM) system.
- Works with local, regional, and state economic development leaders to provide linkages to resources without duplication of efforts.
- Develops and maintains a measurement and reporting system to track outcomes and effectiveness of business services; conducts business-services performance analyses.
- Develops and implements original business workforce tools and services, with marketing and outreach strategies to local and regional employers.
- As leader of the business services team, helps create human resource management consulting services including job descriptions, recruitment and retention consulting, and succession planning.
- Supervises Business Services Consultants; identifies professional development opportunities for team members and coordinates delivery of training to improve the interaction of the business services team with the business community. Supervisory duties include hiring, counseling, conducting performance appraisals and, under consultation with the COO, termination of Business Service Consultants.
- Direct communication and coordination efforts among stakeholders in the regional workforce development system, including One-Stop Partner agencies, One-Stop Operator(s), economic development agencies, chambers of commerce, community based organizations, labor unions and others.
- Contacts civic organizations and business associations to present informational programs promoting COWIB's workforce activities and educating employers to the benefits from COWIB's and its partner organizations' services.

- Represents COWIB to regional economic development groups, partners with them in their efforts to assist new and expanding businesses in staffing needs; works in partnership with local economic development planners.
- Provide routine status reports to the COWIB and CLEO; coordinates with Business Service Consultants to produce labor market analyses and employer demand research, the tracking and identifying of market trends, forecasting, account analyses, and new product information.
- Contributes to COWIB's mission and success in reaching goals by accepting ownership new and different assignments and requests; explores opportunities to add value to job accomplishments.
- Directs and provides oversight for COWIB's social media presence.
- Performs other duties as may be assigned.

### REQUIREMENTS

- Familiarity with Central Oklahoma's efforts to improve workforce quality, including the Workforce Investment Act, Oklahoma Department of Commerce, Oklahoma Employment Security Commission, DOL/ETA, and Governor's Council on Workforce and Economic Development.
- Ability to understand and comply with WIOA and COWIB policies and procedures.
- Program management and supervisory skills; highly organized, and able to work well with the COWIB BSC Team, alliance partners and customers at all organizational levels.
- Demonstrated knowledge and understanding of strategic planning, budgets, and basic business research; knowledge of private sector and business practices.
- Strong marketing, human resource management and training skills.
- Strong leadership, managerial, team building and partnership development skills.
- Polished presentation, interpersonal skills, and public speaking skills.
- Possess superior communication skills, both written and verbal.
- Possess strong team orientation with the ability to collaborate, influence, and negotiate.
- Highly innovative while maintaining attention to continuity, project sustainability, details, and quality.
- Self-directed and able to deliver on objectives in a timely manner and in a high demand environment.
- Demonstrated tactical, analytical, problem solving and planning skills.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and governmental regulations.
- Computer literate, specifically MS Office applications.
- Knowledge and technical experience related directly to successful tracking and reporting of business services activities; familiarity with customer relationship management (CRM) systems.

### EDUCATION & WORK EXPERIENCE

- Bachelor's degree or equivalent.
- Experience in a professional administrative and/or management and supervisory position.
- Three (3) 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.

### ADDITIONAL CERTIFICATIONS AND/OR LICENSES

- SPHR, PHR, SHRM-CP, SHRM-SCP required
- Valid Oklahoma Drivers' License

### PHYSICAL REQUIREMENTS & WORK ENVIRONMENT

While performing duties of this job employee will travel often off site during the course of conducting business, will be exposed to driving varying distances within the COWIB Area, in all road and weather conditions. 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

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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. COWIB offices are a nonsmoking area.

Primarily works in an office environment; off-site work characteristics described herein 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.*

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