



BEST, Inc.
Business Employment Skills Team
Serving Northwest Central Illinois
www.best-inc.org

Posting Date: July 18, 2014
Closing Date: July 23, 2014

- JOB OPENING NOTICE -

POSITION/TITLE: Business Relations Representative (Non-Exempt)

BRIEF JOB SUMMARY: See attached job description.

QUALIFICATIONS:

Education/Experience:

- ◆ Bachelor's degree in related field required or
- ◆ Will accept 5 years of Human Resource experience or
- ◆ Any 4 year combination of related education, training and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Other: See attached job description

CONDITIONS:

Salary Range: \$36,000 - \$44,000

Benefits: Individual health, dental and life insurance (dependent coverage available at shared cost); retirement plan; continued education reimbursement; and flexible paid time-off plan.

Schedule: Full-time (37.5 hours per week). Normal work hours Monday through Friday (8:30 a.m. - 4:30 p.m.).

Location: Sterling (coverage will include multi-counties in the Local Workforce Area)

Availability: Immediately

APPLICATION PROCEDURE: Interested applicants should send a letter of application, resume and a list of at least 3 references (2 must be work related) to the HR Department of Business Employment Skills Team, Inc. at: info@best-inc.org

Applications must be received by close-of-business (4:30 p.m.) Wednesday, July 23, 2014. Inquiries: (815) 224-7930.

Position Title: BUSINESS RELATIONS REPRESENTATIVE
Reports to: Business Relations Manager

JOB SUMMARY:

Develops and maintains effective, ongoing relationships with employers. Determines their workforce-related needs. Acts as a broker to provide those services. Keeps current with economic and business activities in local area. Keeps economic development informed of area activities. Acts as a liaison to Regional Workforce Partnership Boards.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

- ◆ Establish a network of contacts with employers for the purpose of making the employer our primary customer, including the maintenance of an employer file.
- ◆ Maintains network with various local, state and federal agencies/government sources.
- ◆ Meets with employers to determine their needs through a comprehensive workforce assessment.
- ◆ Contacts business by mail, telephone and in person to present information on the business services offered through the NCI Works Business Services Team along work experience worksite development.
- ◆ Based upon assessment information, works with employers to develop a customized business services plan.
- ◆ Through the implementation of the business services plan, serves as a primary liaison and broker for the workforce needs of the employer.
- ◆ As a broker for the workforce needs of the employer, coordinates programs and services across multiple organizations in the local workforce development system.
- ◆ Develops and implements business service plans, works with career counselors, partner agencies, private sector providers, and community-based organizations to meet employer needs.
- ◆ Possesses thorough knowledge of Work Experience, OJT and Customized training programs and markets such to area businesses.
- ◆ Performs targeted job development to match the needs of employers with qualified job seekers.
- ◆ Develops training plans, job descriptions and contracts for On-the-Job training, incumbent worker and customized training.
- ◆ Coordinates monitoring of OJT contracts with the Business Relations Manager and assists Business Relations Manager with arranging monitoring visits.
- ◆ Writes worksite agreements and conducts routine monitoring of those agreements

- ◆ Conducts follow up within 3 days of the first contact with business and then within a week after delivery of a service.
- ◆ Coordinates with staff to determine individuals who are ready or about ready to re-enter the workplace through job referrals and placement.
- ◆ Develop and coordinate job seeking skills workshops including soft skills training for WIA enrolled clients.
- ◆ Advises and counsels job seekers and program participants in a variety of ways including training issues, unemployment issues, job seeking skills, and barriers to employment.
- ◆ Represents BEST, Inc. at functions and events that attract business audience both during the day and at evening functions, including serving on boards and councils, etc. when this would provide opportunities for networking, enhancing job performance, or better serving customers.
- ◆ Participates in monthly partner workshop.
- ◆ Receive job orders from employers and utilizes information technology, job fairs, or job club activities to provide sufficient numbers of qualified candidates for employer referral.
- ◆ Utilizes specialized training and education programs to enhance the quality of the employer's workforce.
- ◆ Provides on-going input in the development of all business services, and continuous improvement processes.
- ◆ Compiles and/or updates reference materials and policy information.
- ◆ Performs research, data collection, and prepares technical and programmatic reports.
- ◆ Maintains current events file for local area
- ◆ Promotes good public relations through arranging and conducting public speeches, exhibits, tours, and question/answer sessions, which highlight the programs, services, and policies of the department. Meets with community groups or representatives from other governmental units on topics of concern.
- ◆ Seeks opportunities to expand knowledge on topics that impact area business such as employment law, local business trends, cost of turnover, local wage surveys for in demand occupations, etc.
- ◆ Provides information about the Workforce Investment Act and related services at job fairs and other events. Makes presentations to various groups and the general public, in addition to employers/businesses.
- ◆ Serves as staff support to regional Workforce Partnership Board.
- ◆ Keeps data on services delivered up to date.

- ◆ Provides monthly activity reports to management.
- ◆ Market and deliver soft skills to employers and clients both as a fee for service and a BEST service.
- ◆ Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment Computer Copier

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- ◆ Bachelor's degree in related field required or
- ◆ Will accept 5 years of Human Resource experience or
- ◆ Any 4 year combination of related education, training and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

- ◆ Valid State Driver's License.
- ◆ Proof of vehicle insurance
- ◆ Access to reliable transportation

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- ◆ Business practices.
- ◆ Sales, public relations, and marketing.
- ◆ Principles and practices of customer service.
- ◆ Applicable state, federal and local ordinances, laws, rules and regulations.
- ◆ All computer applications and hardware related to performance of the essential functions of the job.
- ◆ Workplace skills enhancement techniques.
- ◆ Recordkeeping, report preparation, filing methods and records management techniques.
- ◆ General office procedures, policies and practices, as well as basic knowledge of computer/VDT and other general office equipment.

Skill in:

- ◆ Conducting surveys and determining employer needs.
- ◆ Maintaining effective relationships with others including businesses, chambers of commerce, economic development organizations, community organizations, labor organizations, voluntary organizations, contractors, the general public, other employees, and City, State, and Federal officials.
- ◆ Implementing a customer –focused plan.
- ◆ Using tact, discretion, initiative and independent judgment within established guidelines.
- ◆ Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- ◆ Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and

communicate complicated policies, procedures and protocols.

- ◆ Using a computer terminal to accurately and rapidly enter and retrieve data and information.
- ◆ Communicating clearly and effectively, both orally and in writing.
- ◆ Preparing clear and concise reports, correspondence and other written materials.

Mental and Physical Abilities:

- ◆ Ability to work under pressure and tight deadlines.
- ◆ Ability to mediate problems/issues to find a workable win-win solution to the situation.
- ◆ Ability to work efficiently in a politically charged environment.
- ◆ Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- ◆ Ability to speak effectively before public groups and respond to questions.
- ◆ Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.
- ◆ Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- ◆ Ability to define problems, collect data, establish facts and draw valid conclusions.
- ◆ Ability to develop customized training programs.
- ◆ Ability to establish and maintain effective working relationships with a variety of people.
While performing the essential functions of this job, the incumbent is occasionally required to lift and/or move objects up to 20 pounds.

Other:

Assigned counties and home office for each Business Relations Representative will be determined according to agency need.