**JOB DESCRIPTION**

**Job Title: Workforce Development Business Services Manager**

**Department: Office of Community Reinvestment**

**FLSA Status: Full Time – Exempt**

**Grade Level: 13**

**Salary: $72,098 - $104,542 DOQ Position is 100% grant funded**

**Bargaining Unit: No**

**General Summary:**

The Business Services Manager has the operational responsibility for overseeing the implementation

and coordination of WIOA Title I business services and corresponding employer-led training initiatives

throughout the local area that serves Kane, Kendall and DeKalb Counties. Reporting to the Assistant

Director, the Business Services Manager is responsible for identifying, developing and maintaining

relationships with employers, industry representatives and one-stop system to promote employers’

utilization of services, programs, and initiatives available through the local workforce development

system. The Business Services Manager will actively engage with businesses, economic development

authorities/professionals to understand workforce needs and collaborate with various partners to

create effective workforce development solutions and/or coordinate delivery of job placement, training

initiatives and sector strategies.

This position requires strong leadership, communication, organizational and problem-solving skills as well as a deep understanding of workforce development, WIOA and business service delivery. The Business Services Manager is comfortable networking and presenting in small or large group settings, which includes participating in business and employer-oriented meetings in the local area and soliciting employer participation in On-the-Job Training (OJT) program along with Incumbent Worker Training (IWT) and any other employer-led training programs. The Business Services Manager will be responsible for overseeing a team of Business Service Representatives and resulting training contracts, fund utilization along with program/project compliance while ensuring excellent customer service.

External and internal reporting may include correspondence/communication with the following stakeholders:

* Federal agencies, such as U.S. Department of Labor
* State agencies, such as Illinois Department of Commerce and Economic Opportunity
* Jobs Committee of the Kane County Board
* Workforce Development Board, which maintains at least an Executive Committee, Youth Committee, and One-Stop Committee

In addition, the Workforce Development Division is a collaborating partner, member and/or direct contributor within the following groups and the Youth Program Manager may engage individuals from these entities:

* Illinois Workforce Partnership (IWP)
* Workforce Partners of Metropolitan Chicago (WPMC)
* Northern Illinois Workforce Coalition (NIWC)
* One-Stop Operator Consortium (Partner Lead)
* Area Planning Councils (APC)

**ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES**:

1. Serves as the liaison between the business community and the local workforce area, which includes meeting regularly with industry associations, chambers of commerce, businesses, and state or local agencies to identify training needs.
2. Develops and implements business services strategies that include marketing plans to establish business-related relationships along with industry sector approaches and innovative initiatives that meet employer needs.
3. Provides information to employers about tax incentives, grants, and other benefits or partner programs available for hiring eligible job seekers.
4. Participates in outreach events, job fairs, and networking opportunities to promote business services and enhance employer engagement.
5. Collaborates and integrates with local workforce development partners that deliver business services and one-stop staff, which may include acting as a principal for a corresponding business service team for the local area.
6. Supervises direct staff and contracted providers (when applicable), which includes performing administrative functions and providing contract development/implementation support.
7. Assures progress through developed action plans and marketing strategies occur by establishing benchmarks and goals.
8. Develops and implements internal tracking templates/tools that capture relevant data elements critical to aid in programmatic delivery success and designs reporting documents that effectively communicate program activity and outcomes, which includes oversight of internal customer management (CRM) entries and reports.
9. Researches and contacts local employers to present information and market available business services, including job posting and advertisement, candidate sourcing/matching and referral activities, along with workforce training options to assist in meeting hiring/retention demands.
10. Maintains a network of employer contacts for on-going promotion/utilization of services, programs, and initiatives available and develops regular/standing opportunities to provide information about WIOA grants/initiatives through avenues such as economic development groups, community college events, job fairs, local one-stop business service working group sessions and various other community events.
11. Meets with employers to determine needs through utilization of a workforce assessment; develops customized plans that will provide appropriate WIOA services and/or linkages to organizations/partners to address needs and/or gaps identified through the assessment process.
12. Oversees planning, preparation, and implementation of local and regional job fairs and employer events.
13. Coordinates with Career Services staff to identify and screen for potential job-ready candidates that match with employment/training opportunities; conducts assessment interviews and other screening activities in order to identify potential candidates for employer referrals/job matching purposes; and provides guidance on suitable job opportunities given job seeker skills and career goals.
14. Researches employers to find those willing to consider hiring recently trained/marketable job-seekers; demonstrates to employers the effectiveness and profitability of employing clients through available workforce training initiatives, including On-the-Job Training (OJT), Incumbent Worker Training, Customized Training, and Internship/Apprenticeship opportunities.
15. Develops, negotiates and fully implements contractual agreements, training plans and other required documents for On-the-Job Training (OJT), Incumbent Worker Training (IWT) and other workforce training initiatives; responsible for continuous follow-up, monitoring of service progress and invoice/reimbursement processing.
16. Reviews and monitors budget expenditure progress for Business Services contracts.
17. Analyzes data and metrics to measure the success of placements and training programs, and make data-driven recommendations for improvements.
18. Obtains labor market information to analyze local workforce trends and identify high-demand industries and occupations leading to career growth for job seekers.
19. Performs other duties and takes on other responsibilities as requested.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**:

1. Strong organizational and leadership skills with an ability to think strategically and advise senior leadership.
2. Excellent communication, interpersonal, and negotiation skills.
3. Comprehensive knowledge of WIOA law, rules, and regulations.
4. Ability to work collaboratively with diverse stakeholders, including job seekers, employers, government agencies, and community organizations.
5. Advanced proficiency in data analysis skills to track and report on program outcomes.
6. Ability to analyze, research and interpret information, data and Federal/State regulations and policy.
7. Ability to work collaboratively with diverse stakeholders, including job seekers, employers, government agencies, and community organizations.

**EDUCATION AND EXPERIENCE:**

1. Bachelor’s degree in Public Administration, Business Administration, Social Services, Education or other related field.
2. Five (5) years of supervisory experience in workforce development, economic development or a related field.
3. Experience in program design planning and implementation along with contract management.

**PHYSICAL DEMANDS OF THE ESSENTIAL FUNCTIONS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sitting, talking, listening, keyboarding = 75%

Lifting, reaching, bending, walking = 25%

**WORKING CONDITIONS WHILE PERFORMING ESSENTIAL FUNCTIONS:**

Normal office environment where there is no physical discomfort or exposure to hazards due to temperature, dust, noise and the like.

**EQUIPMENT USED TO PERFORM ESSENTIAL FUNCTIONS:**

Computer, printer/scanner/copier, fax machine, telephone, and calculator.

**REPORTING RELATIONSHIPS:**

Reports to: Director

Directs the work of: Workforce Development Division

Bloodborne Pathogen Risk Code: [ ]  None [x]  Low [ ]  Medium [ ]  High

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. The principal duties and responsibilities enumerated are all essential job functions except for those that begin with the word “may.”