

## **CENTRAL TEXAS WORKFORCE CENTERS POSITION DESCRIPTION**

**Title/Classification:** Workforce Specialist – Business Services

**FSLA Status:** Non-Exempt

### **Who We Are:**

Workforce Solutions of Central Texas (WSCT) has been consistently recognized for being one of the "100 Best Companies to Work for in Texas" and has received 2021 HIRE Vets Medallion Platinum Award. We have a great work-life balance, competitive salaries, extensive opportunities for training and development, and fantastic benefits. Join us in our mission of "Creating futures by bringing people and jobs together".

### **Who You Are:**

An individual who embodies our values of Customer Focus, Accountability, Quality, Teamwork & Integrity. You are proactive and desire to empower our local businesses by developing and maintaining working relationships, while assessing the needs of regional and prospective employers and providing solutions.

### **You Gain:**

Competitive salary: \$45,000 a year

Be part of our Registered DOL Apprenticeship program

Retirement

Medical Insurance, including dental & vision

Life Insurance

Tuition Assistance

Paid time off for vacation, sick and holidays

Military, family care leave, and more

### **Overview:**

Workforce Specialist (Business Services) will conduct work in and outside the Workforce Centers to gather data, evaluate information, and develop a plan to meet employers' needs. Connect businesses with our WSCT programs and work with employers to develop customized service options.

### **You will be trusted to:**

- Develop and maintain working relationships with regional and prospective employers, while assessing the needs of employers.
- Promote and engage regional and prospective employers with our services and programs
- Use assessment tool while conducting regular outreach visits to identify the needs of Central Texas employers and communicate the services of Workforce Solutions of Central Texas.
- Research, analyze, and compile labor market information, area profiles, wage survey data, and other related material and disseminates information to employers.
- Partner with Workforce Center Staff to review and assess availability of qualified job applicants and formulate a service plan to maximize utilization of Business Services.
- Serve as a resource and provide technical assistance to employers and Workforce Center staff in such areas as screening and selection procedures, hiring practices, and establishing competitive wage rates.
- Represent the Workforce Solutions of Central Texas at Chamber of Commerce and Business Association events.

- Identify and promote grant programs and incentives that would benefit Central Texas businesses.
- Identify business services or events not currently available, explore the feasibility of providing and implementing business services with appropriate staff, and implement new programs/grants as appropriate.
- Maintain current and accurate employer contact information while utilizing the State's job-matching database (WorkinTexas.com).
- Conduct follow-up contacts with employers to provide routine maintenance of existing job orders and related services.
- Develop and process job orders from employers and record information electronically to facilitate the selection and referral process.
- Ensure quality control of job orders in accordance with employment laws, rules, and regulations.
- Responsible for entering, retrieving, and editing data from electronic database.
- Other relevant duties as assigned

## **GENERAL QUALIFICATION GUIDELINES**

### **Experience and Education**

Bachelor's degree in human services, business, education, or related field from an accredited four-year college or university. One (1) year of qualifying work experience may be substituted for each college year (30 semester hours) up to a maximum of two years.

### **Knowledge, Skills, and Abilities**

- Ability to work independently and cooperatively; must have excellent organizational, and customer service skills.
- Ability to establish and maintain effective working relationships with employers and partners.
- Knowledge of business development strategies and strategies to develop business relationships.
- Must be a skilled and effective oral and written communicator with demonstrated ability to work with diverse populations.
- Proficient in a variety of computer software applications and research (Windows, Microsoft Office Suite Programs, etc.).
- Individual with direct experience in business development preferred.

### **Registration, Certification, or Licensure**

Valid Texas motor vehicle operator's license.

**Language Skills:** Ability to read, analyze and interpret customer communications and policy and regulatory documents. Ability to effectively present ideas verbally including briefings and training classes. Ability to write effectively using correct grammar when preparing memos, letters, reports, and customer case notes.

**Mathematical Skills:** Ability to calculate figures and amounts such as hourly percentages of time worked.

**Reasoning Skills:** Ability to define problems, collect data, establish facts, and draw valid conclusions.

**Other Skills and Abilities:** Must be able to handle multiple tasks and possess the ability to work effectively with a diverse population.

**Physical Demands:** While performing the duties of this job, the employee is regularly required to communicate with customers. The employee frequently is required to move from place to place.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually light to moderate. Occasional work outside normal hours required.

These requirements listed are representative of the knowledge, skills, and/or ability required. Those with disabilities may expect reasonable accommodations to perform essential functions.

WSCT is an Equal Opportunity Employer