



Office of Human Resources
Business Development Supervisor - CA2372
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General Statement of Duties

Performs first level supervision over paraprofessional and intermediate level professional staff that prepares job seekers to meet industry demands and provide businesses with a qualified workforce.

Distinguishing Characteristics

This class is distinguished from the Economic Development Supervisor. Positions in the Economic Development Supervisor class are distinguished from Business Development Supervisor by essential duties such as first level supervision of professional staff at the full performance level, second level supervision of professional staff, supervision of specialized functional areas and/or administrative responsibilities that are not required of positions in the Business Development Supervisor class. Business Development Supervisor is also distinguished from the Program Administrator class. Positions in this class administer programs in specialized areas that may complement the core functions of an agency/department but which are separate from them.

In addition, the Business Development Supervisor class is distinguished by the following characteristics:

Level of Supervision Exercised

Supervises two or more full time paraprofessional and intermediate level professional workforce/business development employees who do not supervise.

Essential Duties

Supervises assigned staff by utilizing various forms of communication, monitoring, coaching and developing activities tied to services and programs.

Participates in training opportunities to continuously upgrade skills and guide subordinate activities that reflect state-of-the-art knowledge of workforce development best practices.

Participates in activities related to the coordination of service delivery across all functional teams within the department.

Assures that goals and objectives of the unit and department are met and seeks to continuously improve the effectiveness and efficiency of supervised programs and activities

Communicates opportunities and obstacles related to achievement of organizational goals to immediate supervisor in a timely fashion.

Develops and continually improves communications with internal and external partners and customers to achieve effective, integrated service delivery strategies.

Reviews, develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions that promote teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Adjusts work plans/activities in response to budget changes.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Problem-Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of concepts, principles and techniques of interviewing, appraising and placing job applicants.

Knowledge of social, economic and labor market conditions as they relate to workforce development center programs.

Knowledge and understanding of local, state, national workforce development issues and economic trends.

Knowledge of federal and state regulations governing workforce development.

Knowledge of workforce development business services.

Skill in maintaining statistically accurate records.

Education Requirement

Bachelor's Degree in Business Administration, Public Administration, Human Resources, Psychology or a related field.

Experience Requirement

Two (2) years of experience comparable to the type and level of a Business Development Associate II.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Subject to many interruptions

Subject to varying and unpredictable situations

Pressure due to multiple calls and inquiries.

Work is primarily performed in an office setting and frequently at other locations for meetings.

Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Standing: remaining on one's feet in an upright position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-808

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: