



Office of Human Resources  
Business Development Associate I - CA2370  
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### General Statement of Duties

Performs professional support work facilitating processes that prepare job seekers to meet industry demands and provide businesses with a qualified workforce.

### Distinguishing Characteristics

This class performs professional support work in workforce and business development functions preparing job seekers to achieve goals related to work participation, job placement, retention and wage gain. The Business Development Associate I class differs from Business Development Associate II by the level of practical knowledge and experience required to perform assigned work and, also, its level of involvement with the employer community. The Business Development Associate II class performs standard/ intermediate level professional work facilitating processes that prepare job seekers to meet industry demands and provide businesses with a qualified workforce.

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

### Essential Duties

Provides career development guidance to job seekers to enhance job seeker employability and promote a qualified workforce.

Understands and utilizes job skills and interest assessment tools to guide job seekers in developing and achieving the goals outlined in the Employability Plan.

Ensures accurate tracking, placement and utilization of employment based services by job seekers.

Coordinates recruitment and training efforts among job seekers, co-workers, businesses, contracted partners and community agencies.

Identifies employability strengths and historical barriers that have led to lack of successful employment and assists job seekers in using career building tools and/or work experiences that result in attaining and retaining employment that meets industry demands.

Establishes and monitors employability plans that identify benchmarks for achieving goals related to participation, job placement, retention and wage gain.

Provides employment based counseling that addresses issues that impact customer success in securing employment.

Effectively communicates customer compliance requirements as defined by rules, policies, procedures and standards.

Performs employment based case management functions, ensuring that customers are informed of and responding to programmatic requirements.

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**

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written material to specific situations.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

**Knowledge & Skills**

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

Knowledge of federal and state regulations governing workforce development.

Knowledge of career development theories, models and techniques as they apply to lifelong career development for people of various gender, age, and ethnic backgrounds.

Skill in applying career development theory and techniques to job seekers.

Skill in administering and analyzing occupational testing instruments.

**Level of Supervision Exercised**

None

**Education Requirement**

Associate's Degree in Business Administration, Public Administration, Human Resources, Communications, Public Relations or a related field.

**Experience Requirement**

Two (2) years of technical experience in workforce development, vocational or educational counseling, human resources or a closely related field.

**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 varying and unpredictable situations.  
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.):

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

**Background Check Requirement**

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** A-614

**FLSA Code:** N

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**