



Office of Human Resources  
Business Development Associate II - CA2371  
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### General Statement of Duties

This class performs standard/intermediate level professional work facilitating processes that prepare job seekers to meet industry demands and provide businesses with a qualified workforce.

### Distinguishing Characteristics

This class performs standard/intermediate level professional workforce and business development functions to prepare workers to obtain and maintain employment, careers and self sufficiency; Business Development Associate II positions also facilitate processes by which businesses develop, assess and retain a workforce that enables them to maintain and improve their economic competitiveness. They also provide specialized services that include career development, specialized recruitments and training development directly to their job seeker and business customers. The Business Development Associate I class performs professional support work in workforce and business development functions to prepare job seekers to achieve goals related to work participation, job placement, retention and wage gain.

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

### Essential Duties

Facilitates processes by which individual job seekers identify, prepare for, obtain and maintain employment, careers and self sufficiency.

Facilitates processes by which businesses and other employing agencies develop, assess and retain a workforce that improves their economic competitiveness.

Provides services to job seekers, businesses and community agencies that include career development, customized recruitments and the development of training programs.

Serves as a workforce development resource in transformational projects and workgroups as dictated by market trends and agency needs.

Assures the ongoing, effective provision of core workforce development services that prepare job seekers to achieve goals related to work participation, job placement, retention and wage gain.

By position, ensures that contracted providers consistently meet regulatory compliance standards and requirements for requests for proposals (RFP's), State of Colorado certification requirements and/or Office of Economic Development program requirements.

By position or specialized work unit, facilitates the coordination and delivery of training that meets the workforce, community and business development needs of job seekers, community organizations and businesses.

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.

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.

Planning and Evaluating - Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

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 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.

Knowledge of training methodologies sufficient to be able to facilitate training programs and presentations.

Knowledge of community resources sufficient to be able to use them appropriately as needed.

Knowledge of workforce development business services.

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

Skill in interviewing others to obtain or verify information.

Skill in administering and analyzing occupational testing instruments.

### **Level of Supervision Exercised**

By position, performs leadwork.

### **Education Requirement**

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

### **Experience Requirement**

Two (2) years of experience of the type and level of Business Development Associate I 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**

Pressure due to multiple calls and inquiries.  
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-618**

**FLSA Code: N**

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

**Established By: LS**

**Revised Date:**

**Revised By:**

**Class History:**