



Office of Human Resources
Business Development Representative I - MA2285
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General Statement of Duties

This class performs full-performance level professional consulting work that involves building relationships with targeted businesses/industries to provide comprehensive business services.

Distinguishing Characteristics

Business Development Representative I positions provide comprehensive consultative business services to business managers and job seekers, within and outside the Office of Economic Development, who require guidance, assistance and/or training in such areas as business/human resources management, workforce utilization and development, customized training, and coordination of services needed from various resources and programs within and outside the division and/or department. Employees in these positions understand the three functions of economic development—retaining businesses, growing businesses, and attracting businesses—and how workforce development can support these functions; they understand the connection between economic development and workforce development. These workers participate as team members within an established structure for technical assistance projects and coordinate business services delivery by linking all appropriate resources. The Business Development Representative I class differs from the Business Development II class by the emphasis and level of the work; Business Development Representative II positions perform consulting work that involves recruiting new business, and expanding and retaining existing businesses in the city; these positions also participate as team lead within an established structure for technical assistance projects.

Essential Duties

Consults with management of business customers to identify and evaluate business/human resources management needs/challenges and recommends a plan for achieving job placement and retention goals, providing assistance to resolve routine business/human resources management problems, and/or to institute sound business practices through coordination of services needed from various resources and programs within and outside the division or department.

Develops relationships with businesses in assigned targeted industries and geographical areas to develop and implement a yearly marketing program that identifies priority levels for job retention and placement, to offer recruitment, screening and retention services, and to offer on-site training for recently hired employees and/or to upgrade the skills of current employees.

Performs routine business recruitment, expansion, and retention assignments related to site location, permitting, job training, or incentive payments.

Researches and develops market and wage analyses for businesses; advises on industry trends and labor market information and provides business solutions and next step recommendations.

Analyzes the workforce utilization and development needs of targeted industries and business customers to assist in workforce planning and development activities.

By position conducts routine technical assistance projects of average difficulty such as job analyses, worker utilization studies, turnover/absenteeism analyses, job restructuring, and workflow analyses; assesses problems, recommends remedial actions, and provides the training and assistance necessary to initiate and continue projects to conclusion.

By position brokers customized training applications and agreements, working with training providers to identify training courses and curricula for specific customized training; interviews customized training participants to evaluate the service and its delivery.

By position conducts training needs analyses to determine training and development needs of targeted industries, business customers and job seekers; researches and identifies appropriate content and develops training materials and programs that address the identified needs.

By position conducts business/human resources management training sessions and seminars.

Participates as a team member to develop complex business/human resources development projects and programs; works with OED management and staff to strategically administer projects and programs.

Collaborates with the OED marketing staff to develop marketing materials and resources for business customers; researches, develops and utilizes marketing material to obtain/retain target industries in relation to OED services.

Keeps abreast of laws, regulations, and other Federal and State documents related to employment and training programs, human resource development programs, and business and employment management trends for application to business services programs and activities.

Prepares, for supervisory review, reports relating to business services provided, that contain findings, conclusions, and recommendations.

Performs other related duties as assigned or requested.

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.

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.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Teaching Others – Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

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 principles and current developments in the fields of economic development, business management/human resources management, and industrial/organizational development or psychology.

Knowledge of the types and sources of economic and human resources data and the methods used to effectively utilize this data.

Knowledge of research methodology and statistics.

Knowledge of survey techniques and other methods of program evaluation including statistical analysis and presentation.

Knowledge of varied sources of occupational, industrial, and labor market information and methods of collecting such information.

Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Knowledge of principles and techniques of job analysis, job restructuring, and methods used to measure and control employee turnover and absenteeism.

Knowledge of occupational and industrial classification systems.

Level of Supervision Exercised

None

Education Requirement

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

Experience Requirement

Three (3) years of professional experience working in economic or workforce development, 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

None

Working Environment

Work is primarily performed in an office setting and frequently at other locations for meetings or events at varying times of the day or evening.

Subject to varying and unpredictable situations.

Subject to many interruptions.

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.

Reaching: Extending the hands and arms or other device in any direction.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

Assessment Requirement

None

Probation Period

At-Will Position.

Class Detail

Pay Grade: A-808

FLSA Code: Y

Established Date: 12/14/2018

Established By: LS

Revised Date:

Revised By:

Class History: