



JOB DESCRIPTION

BUSINESS SERVICES REPRESENTATIVE

The leadership of Family and Workforce Centers of America (FWCA) has a long-standing history of serving the St. Louis community. FWCA has an immediate opening for Business Services Representative.

POSITION SUMMARY

Acts as the liaison between the business community and the St. Louis County Workforce Development Board.

DUTIES AND RESPONSIBILITIES

- Build a broad awareness among employers in St. Louis County and with other stakeholders critical to the area's economic development role, about the work of St. Louis County Workforce Development Board.
- Create presentations for business and community groups to educate convening workforce system and means of accessing the resources.
- Conduct informational sessions with employers and other interested parties regarding programs and activities of the Job Center.
- Collaborate with economic development organizations such as the St. Louis County Economic Development Partnership, Missouri Department of Economic Development, Greater St. Louis, Inc., Human Resource Management Organizations, and other business associations and coalitions.
- Assist employers with and create job orders in the state case management system based on employers' job needs and track employment process.
- Maintain employer relationships to develop awareness about job opportunities.
- Research and create new employer/business relationships to expand job opportunities to customers.
- Plan, recruit for, and coordinate job fairs and hiring events.
- Contact individuals who are interested in attending scheduled employment and training events.
- Attend community job fairs, resource events, or other activities in the St. Louis community for outreach and recruitment purposes.
- Plan and facilitate regular business services meetings for program staff and other partner organizations to share information about hiring events, current labor market trends, strategize on best practices in working with employers.
- Answer inquiries from employers and others about business services available through the Job Center and State of Missouri Office of Workforce Development.
- Promote and coordinate with program staff on Apprenticeships, On-the-Job Training, Incumbent Worker Training, and Youth and Adult Work Experience.
- Attend occasional meetings in Jefferson City or other workforce regions for Business Services and Rapid Response training. Attend all virtual meetings coordinated by the Office of Workforce Development for Business Services and Rapid Response.

- Coordinate local Rapid Response events for local employers experiencing layoffs of under 50 workers. Events include employer-site presentations based on worker availability, which could include evening and weekend hours.
- Responsible for achieving documented performance outcomes as it relates to the business/employer community, i.e. new employer/business partnerships, job fairs/informational sessions/hiring events
- Research data and reports to ensure accurate and current labor market trends.
- Coordination with employment and case management staff to ensure customers are aware of employment opportunities.

SKILLS AND COMPETENCIES

- Must possess strong written, oral communication, interpersonal, and presentation skills.
- Strong decision-making skills.
- Strong organizational skills and detail oriented.
- Ability to multitask and effectively prioritize tasks.
- Ability to maintain thorough documentation.
- Strong analytical, decision-making, and critical thinking skills.
- Ability to work independently and collaboratively
- Ability to maintain appropriate relationships with employers/businesses.

EDUCATION

Bachelor's degree or 3 to 5 years related experience and/or training or equivalent combination of education and experience, preferably in workforce development, human services, marketing, communications or related field.