

PROGRAM REPRESENTATIVE – BUSINESS SERVICES

FUNCTION

Performs professional and administrative advanced journey level work involved in establishing and maintaining positive working relationships with members of the business community to promote employer utilization of services available through the Mohave County Community and Economic Development Department. Work involves strengthening partnerships with local employers, developing an increased awareness of the resources available through the Economic Development Division and One-Stop System, developing capacity to meet federal and state performance standards regarding employer services, and providing customized business services to meet their objectives and goals.

SUPERVISION RECEIVED

Work is performed under direction of a higher level of authority such as the Workforce Development Manager or Deputy Director of Economic Development. The employee is expected to exercise initiative and independent judgement in planning, coordinating and monitoring program activities in accordance and in ensuring compliance with established policies, procedures, regulations and requirements and in developing and sustaining positive working relationships.

SUPERVISION EXERCISED

None

EXAMPLES OF WORK PERFORMED / ESSENTIAL FUNCTIONS

1. Develops and maintains business specific service plan for targeted employers, performing outreach contact with targeted employers.
2. Utilizes acceptable techniques for gathering and evaluating employer information, identifying needs (product/services, number of employees, turnover rate, entry level qualifications, etc).
3. Utilizes acceptable techniques for gathering and evaluation prospective business information, identifying needs (building and site profiles, infrastructure documentation, etc.).
4. Develops well-organized service plans, utilizing One-Stop Services.
5. Assists with retention and expansion activities which include identifying business needs; scheduling appointments to gather needed information and developing and implementing action plans.
6. Participates in and/or facilitates meetings with employers to establish, expand, and improve an understanding and utilization of economic development programs and One-Stop services.
7. Coordinates marketing and public relations efforts.
8. Attends community functions.
9. Communicates service plans to employers in a professional and accurate manner.
10. Secures employer agreement with service plans and/or alters plan to accommodate employer need.
11. Obtains and maintains proficiency in providing labor market information, area profiles, and wage survey data to determine prevailing wages, disseminating market and wage information to employers, local community and government agencies.
12. Compiles accurate and current information referencing the area labor market and current wage data, specifying opportunities for improvement and enhancement. Solicits feedback and ideas from employers and facilitates idea sharing from employers.
13. Provides presentations to employers and One-Stop partners relating to labor market information.
14. Attends meetings of Economic or Workforce Development Division and Community and Economic Development Department as scheduled. Contributes ideas and engages in dialogue concerning critical issues. Collaborates with colleagues in planning and implementation of organizational initiatives.
15. Performs special assignments as requested.

16. Performs related work as required.

WORK CONTACTS

Regular contact with department staff, participants, associate personnel, other county departments, Federal, State, and local agencies, other outside agencies, members of the business community, and the general public to provide explanation of One Stop program services, facilitate partnership-building, respond to inquiries, coordinate activities, and promote programs and partnerships.

CONDITIONS OF WORK

Work is subject to varying post or job site assignments and may be subject to call-back or on-call status and irregular schedules to include completion of work assignments on evenings, weekends and holidays. Work is also subject to traveling and irregular hours in order to perform work assignments. May involve occasional - frequent moderate lifting of 25 lbs. or less. Frequent usage of Video Display Terminals (VDTs).

All employees of Mohave County are subject to immediate callout when an emergency, disaster or breach of homeland security occurs. All employees are considered to be available for these types of events and will immediately respond, in accordance with County Emergency Operations Plan, when directed by the Chairman of the Mohave County Board of Supervisors, County Manager, the Homeland Security/Emergency Management Coordinator, or when directed by their department director/elected official and/or immediate supervisor. Such call to respond and assist may involve those activities assigned to their regular job responsibilities and incorporate other non job related duties as necessary and required of an employee to respond to the emergent matter at hand. An employee's response to these matters may require the working of unusual, long hours over a possibility of an extended period of time with infrequent breaks or rest periods. An employee who is working with an accommodation must meet with their supervisor and department director/elected official to discuss their requirement for response.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Extensive knowledge of:

- principles and practices of business administration, business management, economic development or sales and marketing.
- facilitating professional, business relationships in fostering business and community partnerships.
- developing market and labor trends and formulating reports and recommendations.
- the principles and practices of statistical analysis, financial and cost analysis, as well as, conducting survey research.
- relevant Federal, State and local laws, rules and regulations.

Specialized knowledge of:

- time management.
- employment practices and procedures and labor market information.
- current state and federal labor laws and of labor relations practices and activities.

Practical knowledge of:

- department policies, rules, regulations, and procedures.
- modern office practices and procedures.

Skill in:

- the efficient and effective operation and utilization of general office equipment such as computer hardware and software (Microsoft Word, Access, Excel and PowerPoint), calculators and audio/visual equipment.

Ability to:

- plan, organize, coordinate, implement, and develop programs.
- understand, analyze, interpret and apply complex documents, professional journals, technical procedures, and Federal State, and County government laws, regulations, policies and procedures.
- prepare speeches, articles, and brochures using original or innovative techniques or styles.
- write clear reports and business correspondence.
- present information and respond to questions from groups of managers, clients, employers, customers, and the general public.
- apply mathematical concepts such as probability, percentages, and ratios.
- solve problems, collect data, establish facts, and draw valid conclusions.
- interpret an extensive variety of technical instructions in mathematical or diagram form.
- work with abstract and concrete variables to effect appropriate reports, charts, graphs, etc.
- analyze and evaluate data collected to develop and prepare concise, orderly recommendations and reports in a timely manner.
- communicate clearly and concisely, both orally and in writing.
- maintain accurate and up-to-date records and documentation.
- analyze situations and determine appropriate or alternative actions.
- make decisions in accordance with established policies and regulations.
- establish and maintain cooperative working relationships with those contacted in the course of work.

ACCEPTABLE EXPERIENCE AND TRAINING

Any acceptable combination of education and experience equivalent to Bachelor's degree in Business Administration, Public Administration, Education or related field and one to three (1-3) years of progressively responsible experience in administration, business management or sales and/or marketing performing projects requiring organizational skills, time management and sensitivity to the needs of community employers. Experience working with and interpreting government rules and regulations preferred. OR an equivalent combination of experience, education and training which provides the desired knowledge, skills and abilities.

NECESSARY SPECIAL REQUIREMENT

Must possess and maintain a valid driver's license. Must provide acceptable driving history at no cost to the County. Incumbent must successfully complete an F.B.I. (Federal Bureau of Investigations) fingerprint check. Bilingual (fluency in English/Spanish) is desirable.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

OCCUPATIONAL CATEGORY:	Professional/Administrative
FLSA STATUS:	Non-Exempt (Classified)
CLASS CODE:	2768
RANGE:	02-Rg 12
EFFECTIVE DATE:	February 28, 2005
REVISED DATE:	August 20, 2005