



Business Service Representative **Job Posting Announcement**

Posting Date: August 17, 2021

Classification: Grant Services Specialist II

Salary Range: \$50,000-\$55,000

Available Positions: 2

Status: Temporary Benefits Eligible

About City of Baltimore, Mayor's Office of Employment Development:

The Mayor's Office of Employment Development (MOED) coordinates and directs workforce development initiatives responsive to the needs of Baltimore City employees and job seekers in order to enhance and promote the local economy. At MOED, we view our mission broadly to deliver *economic justice to our city!* To us, economic justice means creating an equitable workforce system for all residents – especially those who have been generationally and systemically disadvantaged – one that is responsive to their needs and ensures viable economic opportunities. Our vision is for every City resident to maximize his/her career potential and all employers have the human resources to grow and prosper – *a workforce system that works.*

This position is part of Baltimore City's COVID-19 employment recovery strategy, which is funded through the American Rescue Plan Act. MOED is working with public and private partners to provide occupational training, apprenticeships, subsidized work, supportive services, transportation assistance, and small business subsidies to city residents and small businesses negatively impacted by the coronavirus pandemic. We will prioritize unemployed and underemployed residents and particularly our most disadvantaged jobseekers, including returning citizens, opportunity youth, and public assistance recipients. These programs will increase access to opportunity, promote local job growth, support low-income households, benefit historically underinvested neighborhoods, and create wealth in communities of color. They will also help the city become cleaner, safer, and more welcoming.

Position Overview:

The Business Services Representative job responsibilities involve two essential functions: first, recruiting/connecting businesses to services of the Mayor's Office of Employment Development (MOED) by marketing all possible agency resources (industry sector partnerships, customized training, on-the-job training, subsidized employment, tax credits, summer jobs, recruitment services, etc.) and secondly, developing employment and training opportunities that lead to permanent, full-time positions with benefits and self-sufficient salaries for area job seekers.

Essential Duties and Responsibilities:

- Demonstrates ability to obtain labor market information.
- Utilizes local labor market information to target new businesses and employers.
- Identifies business employment and training needs required with changing labor market trends.

- Conducts job matching activities for jobseekers.
- Conducts job development for targeted populations.
- Produce monthly reports including; number of business contacts, business contact information, industry information and, services provided, number of job orders (received, filled) and customer referral information
- Analyzes current marketing strategies, MOED strategic plans and uses various methodologies such as focus sessions, surveys, etc. to make ongoing recommendations to achieve and exceed marketing objectives.
- Markets business services utilizing all available resources to facilitate placement of training and/or job-ready candidates.
- Ensures placement goals are met each month.
- Documents business relationships and follow-up using the assigned MIS (MWE) and other reporting formats.
- Represents MOED and/or provides participation at functions of trade organizations, professional societies, merchant associations, vendor open houses and community events. Maintain effective working relationships with businesses, MOED partners and other city agencies.
- Negotiates and coordinates completion of training contracts and other workplace agreements.
- Assists in the development and delivery of specialized sales presentations for employer services upon request, i.e. job fairs, mass recruitments, virtual pre-screening, workplace assessments, etc.
- Performs other duties as required.

Knowledge, Skills and Abilities:

- Knowledge of the agency's mission and all services available throughout the agency.
- Ability to establish and maintain productive working relationships with employers, employees, training vendors, co-workers and workforce development partners.
- Demonstrated skills and ability to use, effective marketing and salesmanship techniques.
- Strong communications skills, ability to use virtual platforms, demonstrate effective communication orally and in writing, (with an emphasis on business writing) and to analyze written reports and materials.
- Strong presentation skills, ability to speak persuasively, and to close a deal.
- Ability to research businesses, business-related data and labor market information
- Ability to prioritize assigned tasks and handle multiple tasks.
- Ability to perform as a member of a team to assure project completion.
- Ability to recognize business related problems and facilitate resolution.
- Must be computer literate and familiar with word processing, spreadsheet, and database applications (i.e. MS Word, Excel, Access, Google doc, etc.)

Minimum Required Education and Experience:

- Bachelor's degree from an accredited college or university in Marketing, Economics, Business, Public Administration or another related field
- Two years of talent acquisition or business development experience with one year of which must be in employment or job training related fields that required a high degree of marketing the program or service
- Or, any equivalent combination of acceptable education and experience

Interested applicants may apply via this [link](#).

City of Baltimore, Mayor's Office of Employment Development is an Equal Opportunity Employer and Service Provider