



Business Service Representative

Job Posting Announcement

Posting Date: 11/17/2020

Posting Number: 1268010

Classification: Human Services

Functional Job Title: Business Service Representative

FLSA/Bargaining Unit: Non- Exempt/1223/Cub unrepresented

Grade/Salary Range: 918/\$35,299-\$61,504

Location: 36 Charles Street, Baltimore, MD 21218

Status: Regular/Full-Time

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. 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.*

Position Overview:

The Business Services Representative job responsibilities involves two essential functions: first, recruiting/connecting businesses to services of the Mayor's Office of Employment Development (MOED) by marketing all possible agency resources (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 in-depth knowledge of local and regional Labor Market Information using Department of Labor, Licensing and Regulation (DLLR) and Bureau of Labor Statistics (BLS) databases
- Utilizes local labor market information (BBJ's Book of Lists, BLS and DLLR databases, for example) to target new businesses and employers.
- Identifies business employment and training needs required with changing labor market trends
- Conducts job matching activities for customers at the Agency Centers.
- Conducts job development for targeted populations
- Data enter business contacts
- Produce monthly reports including;
 - Number of business contacts, business contact information, industry information and, services provided.
 - Number of job orders (received, filled).
 - 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, pre-screening, workplace assessments, ect
- 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 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
- Knowledge of workplace assessment instruments and their application
- Knowledge of workplace assessment instruments and their application
- Ability to research businesses, business-related data and labor market information on the Internet and other medias.
- 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, etc.)

Education & Experience:

- A Bachelor's degree from an accredited college or university in Marketing, Economics, Business, Public Administration or another related field
- Two years of sales 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.

Special Requirements:

- Maryland driver's license and daily access to an automobile
- Criminal Background Investigation

Interested applicants may apply via this

<https://city-of-baltimore-mayor-s-office-of-employment-development.breezy.hr/p/793896b2a3a2-business-service-representative>

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

