



**Job Title:** Business Services Specialist

**Department:** Workforce Services

**Location:** Region 1 (Upper Peninsula)

**Reports To:** Business Services Manager

**Supervisory Responsibilities:** None

**Organization Overview:** Upper Peninsula Michigan Works! (UPMW) cultivates opportunities for developing a skilled workforce, helps businesses succeed, and collaborates with partners to build a strong economy. UPMW serves the 15 counties of Michigan's Upper Peninsula.

**Position Overview:** Business Services Specialists function as a team to assist employers in talent acquisition, training and upskilling, and retention. These Specialists use the Demand Driven Model to provide workforce development solutions to businesses.

**Essential Job Functions:**

- Oral Comprehension and Expression – The ability to listen to and understand information and ideas presented through spoken words and sentences and to communicate information and ideas in speaking so others will understand.
- Written Comprehension and Expression — The ability to read and understand information and ideas presented in writing and communicate information and ideas in writing so others will understand.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Information Ordering — The ability to arrange things or actions in a certain order or pattern per a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Active Learning – The ability to understand the implications of new information for both current and future problem solving and decision making.
- Time Sharing – The ability to shift back and forth between two or more activities or sources of information.
- Driving – The employee must possess a current, valid driver's license and be able to travel within the UP.

**Specific Job Duties:**

- Be the 'go to' person in the assigned region for resources and solutions to address employers' workforce challenges.
- While maintaining comprehensive knowledge of the workforce system, provide focused services to employers within assigned geography via business-to-business visits.
- Establish relationships with businesses and industry by conducting research and developing leads, making customer calls, attending networking events and asking for referrals.
- Conduct and document activities focused on employer penetration rates, retention rates and repeat business.



- Develop relationships with business and industry, working together to create solutions, anticipating needs, and providing strategic value through programs such as Going Pro and Apprenticeship USA, among others.
- Determine needs of employer customers through comprehensive fact-finding, asking questions that reveal core issues, actively listening, conducting research on trends, and building knowledge of labor market issues.
- Offer an array of workforce services tools and strategies from multiple sources and partners to assist employers in addressing their workforce needs by having a deep knowledge of available tools and strategies.
- Work collaboratively with employers, team members and partners to create customized solutions from tools and strategies such as on-the-job trainings, work-based learning, recruitment tactics, fidelity bonding, etc.
- Work collaboratively with team members to access appropriate talent and relevant training services.
- Coordinate Talent Tours to introduce youth, teachers, and parents to available career paths by offering a behind the scenes look into in-demand businesses; facilitate activities that create the Talent pipeline.
- Forecast employment and training needs for specific employer customers, based on growth or layoff projections and initiate hiring events, Rapid Response, Dislocated Worker programs and Trade Adjustment Assistance grant activities.
- Coordinate with local and/or regional economic development organizations to assist employers in attracting and retaining talent.
- Work with others to develop and maintain career awareness activities, job fairs, talent tours and other Workforce Services aligned outreach, activities, and events.

#### **General Job Duties:**

- Obtain / maintain current Business Services Professional certification.
- Provide high quality customer service to all customers, internal and external.
- Promote access to and use of all available Workforce Services resources.
- Use applications in the Microsoft Office Suite to advance work.
- Input timely and accurate data entry.
- Develop and continually increase knowledge as a Subject Matter Expert (SME) in a selected area(s).
- Create, produce, and provide written materials as needed.
- Develop and maintain trusting relationships; uphold confidentiality and standards of professionalism in all activities.
- Represent Michigan Works! positively in public; be an ambassador in the local community.
- Other duties as assigned.

#### **Education / Qualification Preferences:**

- Some college preferred; sales, entrepreneurial, operations, human resources or similar experience is a plus.
- Demonstrated business acumen.
- Previous experience using Customer Relationship Management tool desired.
- Proficient with Microsoft Office and other standard applications.
- Strong interpersonal skills and the ability to communicate in a professional setting.
- Demonstrated experience taking initiative and self-managing work.
- Self-confidence.



- Ability to adjust and adapt in a fast-paced environment.

**Status:** Non-exempt, full-time.

**Expected Hours of Work:** Regular office hours (8-5), occasional evening hours.

**Travel Requirements:** Significant travel within assigned service area on a regular and routine basis.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. The requirements listed in this document are the minimum levels of knowledge skills and abilities. This document does not create an employment contract, implied or otherwise other than an "at-will" relationship.

#### **Physical Demands**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This position requires the ability to occasionally lift office products and supplies, up to 20 pounds.

#### **Expectation of Employee Compliance and Accountability**

Work and performance for UPMW employees are guided by reporting requirements, Federal Law and Regulations, State of Michigan Policy, UPMW policy and processes and procedures in providing UPMW services to the community. Each employee will be held accountable for compliance and adherence to those requirements. It is incumbent upon employees to become thoroughly familiar with these priorities and requirements and remain current as requirements change, as they will.

### **Acknowledgement**

I have received a copy of the job description for my role. I have reviewed this job description, and I understand all the duties and responsibilities. I am able to perform the essential functions. I understand the job may change on a temporary or regular basis according to the organization's needs. These changes may not be updated or recorded in the job description. If I have questions about job duties I am asked to perform, I should discuss them with my immediate supervisor or a member of Human Resources.

I have had an opportunity to ask questions I may have about the job description prior to signing this form.

Employee Signature:

Printed Name:

Date: