



## **BUSINESS SPECIALIST – Out of School Youth Program**

**Filing Deadline: 4:00 p.m., Friday, October 8, 2021**

**Salary Range: \$20.25 - \$25.47 Hourly**

### **The Position:**

The Business Specialist, under the direction of an assigned supervisor, establish and maintain relationships with local businesses in order to assess and respond to their business and employment needs; serve as a liaison between businesses, partner organizations, and Career Specialists; provide a variety of business development services; research and provide information regarding resources available for business retention, expansion, and lay-off aversion; assist with candidate recruitment efforts; identify training needs and facilitate access to industry specific training programs, and provide labor market data and analysis to businesses.

### **Examples of Duties: (Include but are not limited to the following)**

Contact and visit potential and participating businesses to evaluate business development needs, identify employment needs and opportunities for on-the-job training, and upgrade skills training and work experience services; introduce programs and provide information regarding benefits available to participating businesses; explain program processes and procedures, cost savings, and reimbursement plans.

Establish and maintain relationships with businesses; collaborate with local businesses to assess entry level skills necessary for successful job performance within designated industries and organizations; develop training modules to address business needs and designated skill areas.

Serve as a liaison between businesses, Career Specialists, and others regarding business services, employment opportunities, and business development; respond to inquiries and provide information concerning related activities, policies, procedures, practices, data, and objectives; resolve issues as needed.

Provide lay-off aversion services and resources to assist local businesses in the retention of workers; track and report lay-off aversion services using established reporting procedures.

Coordinate, schedule, and facilitate rapid response services for businesses experiencing substantial lay-offs or imminent business closure;

Research, assemble, and compile a variety of employer information; prepare and maintain a variety of records, reports, and files related to businesses, including tax information, Workers' Compensation, case notes, appointments, status, progress, and other assigned activities.

**Qualifications:**

Five years of progressively responsible experience working in employment and training programs, sales and marketing, job development or a related occupation.

OR

Associate's degree in sociology, business, marketing, Human Resources or a closely related field and 3 years of progressively responsible experience working in employment and training programs, sales and marketing, job development or a related occupation.

Preferred: Bachelor's degree or higher in sociology, business, marketing, Human Resources or a closely related field and one year of experience work in employment and training programs, sales and marketing, job development or a related occupation.

A valid California driver's license is required.

**Required Application Materials:**

To be considered, applicants must submit:

- Application Cover Letter
- Completed Workforce Investment Corporation Application Form
- Current Resume
- A Minimum of Two Professional Reference Letters (dated within 60 days of the date of your application submission)

Application materials are available from:

**Maiknue Vang, Deputy Director/EO Officer  
Madera County Workforce Investment Corporation  
2037 West Cleveland Avenue  
Madera, CA 93637  
(559)662-4503**

**A CaJOBS application cannot be substituted for the Madera County Workforce Investment Corporation application form. Application materials may be mailed, hand-delivered, or emailed and must be received prior to 4:00 p.m., Friday, October 8, 2021, to be considered. Completed applications should be submitted to the individual and address above. If emailing your application materials, please send them to [HR@maderaworkforce.org](mailto:HR@maderaworkforce.org).**

Complete application packages received by the deadline will be screened against the position qualifications. Only the most qualified applicants, based on the information provided in the application package, will be invited to participant in the oral panel interview (date to be determined).

The Madera County Workforce Investment Corporation is an equal opportunity employer. All qualified individuals are encouraged to apply. Auxiliary aids and services are available, upon request, to individuals with disabilities.



## **JOB TITLE: BUSINESS SPECIALIST**

### **SUMMARY:**

Under the direction of an assigned supervisor, establish and maintain relationships with local businesses in order to assess and respond to their business and employment needs; serve as a liaison between businesses, partner organizations, and Career Specialists; provide a variety of business development services; research and provide information regarding resources available for business retention, expansion, and lay-off aversion; assist with candidate recruitment efforts; identify training needs and facilitate access to industry specific training programs, and provide labor market data and analysis to businesses.

### **REPRESENTATIVE DUTIES:**

#### **ESSENTIAL DUTIES:**

Contact and visit potential and participating businesses to evaluate business development needs, identify employment needs and opportunities for on-the-job training, and upgrade skills training and work experience services; introduce programs and provide information regarding benefits available to participating businesses; explain program processes and procedures, cost savings, and reimbursement plans.

Establish and maintain relationships with businesses; collaborate with local businesses to assess entry level skills necessary for successful job performance within designated industries and organizations; develop training modules to address business needs and designated skill areas.

Serve as a liaison between businesses, Career Specialists, and others regarding business services, employment opportunities, and business development; respond to inquiries and provide information concerning related activities, policies, procedures, practices, data, and objectives; resolve issues as needed.

Provide lay-off aversion services and resources to assist local businesses in the retention of workers; track and report lay-off aversion services using established reporting procedures.

Coordinate, schedule, and facilitate rapid response services for businesses experiencing substantial lay-offs or imminent business closure;

Research, assemble, and compile a variety of employer information; prepare and maintain a variety of records, reports, and files related to businesses, , including tax information, Workers' Compensation, case notes, appointments, status, progress, and other assigned activities.

Research labor market supply and demand using linked web sites; receive and post job opening information from existing and new businesses; provide and screen applications for businesses;

forward job seeker resumes to businesses; arrange interviews and visits with businesses including screening, scheduling, and monitoring.

Coordinate with Career Specialists for the administration of tests to job seekers in accordance with employer needs; review results with Career Specialists and businesses.

Coordinate with Career Specialists to interview job seekers and determine suitability for current job openings; recruit potential employees for businesses and refer job seekers to businesses; follow up with businesses to obtain information on new hires.

Assist businesses in developing contract terms; develop OJT agreements by establishing elements of training and negotiating wages; negotiate specific training elements to assure business needs are being met and contract compliance with pertinent laws, regulations, and guidelines; review agreements with Career Specialists.

Assist with the enhancement of various programs by publicizing, promoting, and providing information related to business services and benefits, including cost-savings and incentives associated with various programs; utilize appropriate community resources; assist with the planning and organization of seminars related to business development.

Provide technical assistance and resources to participating and potential businesses and agencies to facilitate compliance with established regulations and goals and maintain eligibility.

Prepare, update, and distribute a variety of marketing, promotional, and informational materials such as brochures, pamphlets, and flyers.

Process, prepare, distribute, collect, and verify a variety of documents such as forms, applications, vouchers, certificates, letters, supportive service requests, payment requests, routing slips, and invoices; review materials to assure accuracy and completeness.

Operate a variety of office equipment including a copier, fax machine, typewriter, computer, and assigned software; utilize various audio-visual devices for presentations; drive a vehicle to conduct work.

Schedule, attend, and participate in various appointments, orientations, conferences, workshops, and meetings; present materials and information; recruit businesses for workshops; coordinate, conduct, and recruit for job fairs and workshops; attend plant tours as needed.

Attend a variety of events such as job fairs, community presentations, outreach events, Chamber mixers and events, hiring fairs, and other activities.

Administer surveys to collect business demographics and satisfaction. Interpret results to improve business engagement.

## **OTHER DUTIES:**

Perform a variety of clerical and administrative functions in support of business services;

Provide assistance to job seekers as it relates to special projects.

Research, assemble, and compile a variety of employer information; prepare and maintain a variety of records, and files related to businesses;

Provide program-specific information to employers regarding available services and eligibility requirements;

Prepare, update, and distribute a variety of marketing, promotional, and informational materials such as brochures, pamphlets, and flyers.

Communicate with various outside agencies to exchange information regarding programs and services.

**This job description is only a summary of typical functions, and is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The duties, tasks, and responsibilities may differ from the above job descriptions, and other duties, as assigned, may be part of the job.**

## **KNOWLEDGE AND ABILITIES:**

**To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

### **KNOWLEDGE OF:**

- Standard and accepted one-on-one interviewing methods, techniques, and practices.
- Available business development services, resources, incentive programs, and cost-saving methods.
- Pertinent Federal and State regulations and guidelines governing programs and funding.
- Marketing, job development, placement, follow-up, and retention techniques.
- Available community resources and services.
- Federal and State job placement requirements and labor laws, and work permit requirements.
- Local and regional labor market and related demographics.
- Occupational resources related to analyzing required qualifications and identifying training needs.
- Principles and techniques of effective communication, public relations, and sales or

marketing.

- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Human Resources processes and procedures related to hiring and training.
- Varying needs of diverse populations related to academic, socioeconomic, cultural, disability, and ethnic backgrounds; effective career counseling and case management methods.
- Interpersonal skills using tact, patience, and courtesy.
- Basic public speaking techniques.
- Recordkeeping and report preparation techniques.
- Microsoft Office Software (Word, Outlook, Excel, Publisher, PowerPoint) or similar programs
- Web based programs

### **ABILITY TO:**

- Communicate effectively both orally and in writing.
- Prepare and deliver oral presentations.
- Develop jobs and employment opportunities through the local labor market and establish relationships with businesses in order to assess and respond to their business needs.
- Serve as a liaison between businesses and Career Specialists.
- Establish an understanding of available career and vocational opportunities.
- Establish and maintain cooperative and effective working relationships with others.
- Compile and verify data and prepare and maintain records and reports.
- Perform mathematical calculations including addition, subtraction, multiplication and division accurately.
- Maintain current knowledge of program rules, regulations, requirements, and restrictions.
- Organize and prioritize a variety of diverse tasks in an effective and timely manner.
- Operate a variety of office equipment including a computer and assigned software.
- Read, write, translate and interpret English and a designated second language as assigned by the position.
- Maintain punctuality and meet schedules and time lines.
- Work independently with little direction.

### **EDUCATION AND EXPERIENCE:**

Five years of progressively responsible experience working in employment and training programs, sales and marketing, job development or a related occupation.

OR

Associate's degree in sociology, business, marketing, Human Resources or a closely related field and 3 years of progressively responsible experience working in employment and training programs, sales and marketing, job development or a related occupation.

Preferred: Bachelor's degree or higher in sociology, business, marketing, Human Resources or a closely related field and one year of experience work in employment and training programs, sales and marketing, job development or a related occupation.

### **LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

### **WORKING CONDITIONS:**

**The physical demands and work environment characteristics described here are representative of those an employee will encounter when performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

### **ENVIRONMENT:**

Indoor office environment.

Travel both within and outside of the County for employment purposes.

Participation at outdoor community events.

### **PHYSICAL DEMANDS:**

Communicating to exchange information in person or on the telephone.

Sitting, standing, or walking for extended periods of time.

Operate a computer and effectively utilize a variety of software and on-line tools.

Reading a variety of materials.

Reaching with hands and arms or bending at the waist to retrieve documents/files.

Lifting or carrying up to 10 lbs.

# MCWIC APPLICATION FOR EMPLOYMENT

All applicants are considered for all positions without regard to race, color, creed, religion, sex, national origin, citizenship status, ancestry, age, marital status, veteran status, physical or mental disability, pregnancy, medical condition, sexual orientation, sex stereotyping, transgender status, gender identity, gender expression or any other legally protected status. By completing this application, you are seeking to join a team of hardworking professionals dedicated to consistently delivering outstanding service to our customers and contributing to the financial success of the company, its clients, and its employees. Equal access to programs, services and employment is available to all qualified persons. Those applicants requiring accommodation to complete the application and/or interview process should contact a management representative.

(Please Print)

Position(s) applied for: \_\_\_\_\_ Date of Application: \_\_\_\_\_

\_\_\_\_\_  
 Last Name First Name Middle Name

\_\_\_\_\_  
 Address City State Zip Code

\_\_\_\_\_  
 E-mail Address Nickname

\_\_\_\_\_  
 Telephone Number(s)

## EMPLOYMENT EXPERIENCE

Please list the names of your present or previous employers in chronological order with present or last employer listed first. Be sure to account for full periods of time including military service and any period of unemployment. If self-employed, give firm name and supply business references. [Add additional page if necessary]

Name and Address of Employer	Dates Employed		Supervisor and Telephone Number	Job Title and Duties	Reason for Leaving
	From Month/Year	To Month/Year			
			May we Contact <input type="checkbox"/> Yes <input type="checkbox"/> No		
			May we Contact <input type="checkbox"/> Yes <input type="checkbox"/> No		
			May we Contact <input type="checkbox"/> Yes <input type="checkbox"/> No		



Have you ever been involuntarily terminated or asked to resign from any job?

Yes or  No

If yes, please explain:

Please explain any gaps in your employment history:

Please list any other experience, job related skills, additional languages, or other qualifications that you believe should be considered in evaluating your qualifications for employment:

### EDUCATION

Please describe your educational background in the table provided below.

School Name	Years Completed	Diploma/Degree Yes or No	Describe Course of Study or Major	Describe Specialized Training, Experience, Skills and Extra-Curricular Activities
	1 2 3 4			
High School:				
College/University:				
Graduate/Professional:				
Trade or Correspondence:				
Other:				

### BUSINESS/PROFESSIONAL REFERENCES

Please list three professional references of individuals who are not related to you.

Name & Title	Business Relationship	Telephone Number or Email

### GENERAL INFORMATION

1. Have you ever worked for this company before?

Yes or  No

If yes, please give dates and position: \_\_\_\_\_

2. Do you have friends and/or relatives working for this company?

Yes or  No

If yes, name(s) and relationship(s): \_\_\_\_\_

3. On what date are you available to begin work? \_\_\_\_\_

4. Days/Hours available to work: \_\_\_\_\_



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## APPLICANT STATEMENT AND AGREEMENT

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Please read and initial each paragraph below. If there is anything that you do not understand, please ask.

\_\_\_\_\_ I hereby authorize the Company to thoroughly investigate my references, work record, education and other matters related to my suitability for employment.

\_\_\_\_\_ In the event of my employment with the Company, I understand that I am required to comply with all rules and regulations of the Company.

\_\_\_\_\_ If hired, I understand and agree that my employment with the Company is at-will, and that neither I, nor the Company is committed to continuing the employment relationship for any specific term. I further understand that the Company or I may terminate the employment relationship at any time, with or without cause, and with or without notice. I understand that the at-will status of my employment cannot be amended, modified, or altered in any way by oral statements or in any other way, but can only be altered by written amendment signed by the Owner/President of this Company. I also understand that the Company and its client are co-employers and that, if hired, I will be co-employed by both companies and the companies shall share employment responsibilities.

\_\_\_\_\_ I understand that safety of employees is extremely important to the Company and that the Company is committed to ensuring a safe working environment. I understand that I, and every employee, have a responsibility to prevent accidents and injuries by observing all safety procedures and guidelines and following the directions of my site supervisor. I understand and agree to comply with federal, state, and local regulations related to on-the-job safety and health. I also recognize that an effective safety program extends beyond normal working hours. Safety should be promoted within the family and in off-the-job activities. I understand and agree to adhere to safety practices while performing my job.

\_\_\_\_\_ I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

\_\_\_\_\_ I understand that if I am selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an 1-9 Form in this regard.

\_\_\_\_\_ I understand that if any term, provision, or portion of this Agreement is declared void or unenforceable, it shall be severed and the remainder of this Agreement shall be enforceable.

MY SIGNATURE BELOW ATTESTS TO THE FACT THAT I HAVE READ, UNDERSTAND, AND AGREE TO BE LEGALLY BOUND TO ALL OF THE ABOVE TERMS.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

City/State: \_\_\_\_\_