



## Career Service Authority

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# Business Development Associate II

### **GENERAL STATEMENT OF CLASS DUTIES**

This class performs standard/intermediate level professional work facilitating processes that prepare job seekers to meet industry demands and provide businesses with a qualified workforce.

### **DISTINGUISHING CHARACTERISTICS**

This class performs standard/intermediate level professional workforce and business development functions to prepare workers to obtain and maintain employment, careers and self sufficiency; Business Development Associate II positions also facilitate processes by which businesses develop, assess and retain a workforce that enables them to maintain and improve their economic competitiveness. They also provide specialized services that include career development, specialized recruitments and training development directly to their job seeker and business customers. The Business Development Associate I class performs paraprofessional work in workforce and business development functions to prepare job seekers to achieve goals related to work participation, job placement, retention and wage gain.

In addition, the Business Development Associate II class is distinguished by the following characteristics:

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

By position, performs leadwork.

**ESSENTIAL DUTIES**

Facilitates processes by which individual job seekers identify, prepare for, obtain and maintain employment, careers and self sufficiency.

Facilitates processes by which businesses and other employing agencies develop, assess and retain a workforce that improves their economic competitiveness.

Provides services to job seekers, businesses and community agencies that include career development, customized recruitments and the development of training programs.

Serves as a workforce development resource in transformational projects and workgroups as dictated by market trends and agency needs.

Assures the ongoing, effective provision of core workforce development services that prepare job seekers to achieve goals related to work participation, job placement, retention and wage gain.

By position, ensures that contracted providers consistently meet regulatory compliance standards and requirements for requests for proposals (RFP's), State of Colorado certification requirements and/or Office of Economic Development program requirements.

By position or specialized work unit, facilitates the coordination and delivery of training that meets the workforce, community and business development needs of job seekers, community organizations and businesses.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledges & Skills:***

**Interpersonal Skills** – Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations; is sensitive to individual differences.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self and others; chooses an ethical course of action; is trustworthy.

**Oral Communication** – Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs or tables; applies what is learned from written material to specific situations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

**Self Management** – Sets well-defined and realistic personal goals; displays a high level of initiative, effort and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Customer Service** – Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

**Self-Esteem** – Believes in own self-worth; maintains a positive view of self and displays a professional image.

**Decision Making** – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

**Problem-Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Stress Tolerance** – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Memory** – Recalls information that has been presented previously.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

**Planning and Evaluating** – Organizes work, sets priorities, determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization; monitors progress, evaluates outcomes.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Knowledge and understanding of local, state, and national workforce development issues and economic trends.

Knowledge of federal and state regulations governing workforce development.

Knowledge of career development theories, models and techniques as they apply to lifelong career development for people of various gender, age, and ethnic backgrounds.

Knowledge of training methodologies sufficient to be able to facilitate training programs and presentations.

Knowledge of community resources sufficient to be able to use them appropriately as needed.

Knowledge of workforce development business services.

Skill in applying career development theory and techniques to job seekers.

Skill in interviewing others to obtain or verify information.

Skill in administering and analyzing occupational testing instruments.

Skill in using computers to enter data and retrieve reports.

***Physical Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, grasping, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Accommodation: ability to adjust vision to bring objects into focus.

***Working Environment:***

Pressure due to multiple calls and inquiries.

Subject to varying and unpredictable situations.

***Education Requirement:***

Baccalaureate Degree in Business Administration, Public Administration, Human Resources, Communications, Public Relations or a related field.

***Experience Requirement:***

Two years of experience of the type and level of Business Development Associate I in workforce development, vocational or educational counseling, human resources, or a closely related field.

***Education/Experience Equivalency:***

A combination of the appropriate type and level of education and experience may be substituted for the minimum education and experience requirements.

***Licensure and/or Certification:***

By position, possession of a valid driver's license at the time of application. Possession of a valid Colorado Class "R" driver's license prior to the end of probation.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 12/21/2008

***ESTABLISHED BY:*** Paul Wiberg

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY:*** This class replaces Business Development Associate.