



Career Service Authority

Page 1 of 5

Business Development Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs first level supervision over paraprofessional and intermediate level professional staff that prepares job seekers to meet industry demands and provide businesses with a qualified workforce.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Economic Development Supervisor. Positions in the Economic Development Supervisor class are distinguished from Business Development Supervisor by essential duties such as first level supervision of professional staff at the full performance level, second level supervision of professional staff, supervision of specialized functional areas and/or administrative responsibilities that are not required of positions in the Business Development Supervisor class. Business Development Supervisor is also distinguished from the Program Administrator class. Positions in this class administer programs in specialized areas that may complement the core functions of an agency/department but which are separate from them.

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

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Administrative Supervision

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered where exceptional degrees of discretion and judgment and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more full time paraprofessional and intermediate level professional workforce/business development employees who do not supervise.

ESSENTIAL DUTIES

Supervises assigned staff by utilizing various forms of communication, monitoring, coaching and developing activities tied to OED services and programs.

Participates in training opportunities to continuously upgrade skills and guide subordinate activities that reflect state-of-the-art knowledge of workforce development best practices.

Participates in activities related to the coordination of service delivery across all functional teams within the Office of Economic Development.

Assures that goals and objectives of the unit and department are met and seeks to continuously improve the effectiveness and efficiency of supervised programs and activities

Communicates opportunities and obstacles related to achievement of organizational goals to immediate supervisor in a timely fashion.

Develops and continually improves communications with internal and external partners and customers to achieve effective, integrated service delivery strategies.

Reviews, develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions that promote teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops and monitors performance enhancement plans for subordinates, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goal achievement.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Adjusts work plans/activities in response to budget changes.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Internal Controls/Integrity – Assures that effective internal controls are developed and maintained to ensure the integrity of the organization. Identifies needed resources and develops plans for carrying out work in a timely manner. Monitors and evaluates progress to ensure that policies are implemented to accomplish the organization's mission.

Oral Communication – Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others and facilitates an open exchange of ideas.

Problem-Solving – Identifies and analyzes problems; uses sound reasoning to arrive at conclusions; finds alternative solutions to complex problems; distinguishes between relevant and irrelevant information to make logical judgments.

Written Communication – Expresses facts and ideas in writing in a succinct and organized manner.

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

Leadership – Inspires, motivates and guides others toward goals; coaches, mentors and challenges staff, adapts leadership styles to various situations, models high standards of honesty, integrity, trust, openness and respect for individuals by applying these values daily.

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

Supervising a Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

Human Resources Management – Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

Interpersonal Skills – Considers and responds appropriately to the needs, feelings and capabilities of others; adjusts approaches to suit different people and situations.

Self Direction – Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

Team Building – Manages group processes; encourages and facilitates cooperation, pride, trust and group identity; fosters commitment and team spirit; works with others to achieve goals.

Decisiveness – Makes sound and well-informed decisions; perceives the impact and implications of decisions. Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

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

Client Orientation – Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Knowledge of supervisory principles and practices sufficient to be able to perform elements of full, formal supervision.

Knowledge of supervisory principles and practices sufficient to be able to develop an employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution/developing alternatives.

Knowledge of concepts, principles and techniques of interviewing, appraising and placing job applicants.

Knowledge of social, economic and labor market conditions as they relate to workforce development center programs.

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

Knowledge of federal and state regulations governing workforce development.

Knowledge of workforce development business services.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Skill in reviewing work for accuracy and completeness.

Skill in maintaining statistically accurate records.

Skill in using computers to enter data and retrieve reports.

Physical Demands:

Sitting: remaining in the normal seated position.

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

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:

Subject to many interruptions

Subject to varying and unpredictable situations

Pressure due to multiple calls and inquiries.

Work is primarily performed in an office setting and frequently at other locations for meetings.

Education Requirement:

Baccalaureate degree in Business Administration, Public Administration, Human Resources, Psychology or a related field.

Experience Requirement:

Two years of experience comparable to the type and level of a Business Development Associate II.

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:

Completion of Career Service Authority supervisory training courses prior to the completion of the probationary period.

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 is a new class.