



## Career Service Authority

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# Business Development Representative I

### GENERAL STATEMENT OF CLASS DUTIES

This class performs full-performance level professional consulting work that involves building relationships with targeted businesses/industries to provide comprehensive business services.

### DISTINGUISHING CHARACTERISTICS

*Business Development Representative I* positions provide comprehensive consultative business services to business managers and job seekers, within and outside the Office of Economic Development, who require guidance, assistance and/or training in such areas as business/human resources management, workforce utilization and development, customized training, and coordination of services needed from various resources and programs within and outside the division and/or department. Employees in these positions understand the three functions of economic development—retaining businesses, growing businesses, and attracting businesses—and how workforce development can support these functions; they understand the connection between economic development and workforce development. These workers participate as team members within an established structure for technical assistance projects and coordinate business services delivery by linking all appropriate resources. The *Business Development Representative I* class differs from the *Business Development II* class by the emphasis and level of the work; *Business Development Representative II* positions perform consulting work that involves recruiting new business, and expanding and retaining existing businesses in the city; these positions also participate as team lead within an established structure for technical assistance projects.

#### **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 project 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, gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

None.

**ESSENTIAL DUTIES**

Consults with management of business customers to identify and evaluate business/human resources management needs/challenges and recommends a plan for achieving job placement and retention goals, providing assistance to resolve routine business/human resources management problems, and/or to institute sound business practices through coordination of services needed from various resources and programs within and outside the division or department.

Develops relationships with businesses in assigned targeted industries and geographical areas to develop and implement a yearly marketing program that identifies priority levels for job retention and placement, to offer recruitment, screening and retention services, and to offer on-site training for recently hired employees and/or to upgrade the skills of current employees.

Performs routine business recruitment, expansion, and retention assignments related to site location, permitting, job training, or incentive payments.

Researches and develops market and wage analyses for businesses; advises on industry trends and labor market information and provides business solutions and next step recommendations.

Analyzes the workforce utilization and development needs of targeted industries and business customers to assist in workforce planning and development activities.

By position conducts routine technical assistance projects of average difficulty such as job analyses, worker utilization studies, turnover/absenteeism analyses, job restructuring, and workflow analyses; assesses problems, recommends remedial actions, and provides the training and assistance necessary to initiate and continue projects to conclusion.

By position brokers customized training applications and agreements, working with training providers to identify training courses and curricula for specific customized training; interviews customized training participants to evaluate the service and its delivery.

By position conducts training needs analyses to determine training and development needs of targeted industries, business customers and job seekers; researches and identifies appropriate content and develops training materials and programs that address the identified needs.

By position conducts business/human resources management training sessions and seminars.

Participates as a team member to develop complex business/human resources development projects and programs; works with OED management and staff to strategically administer projects and programs.

Collaborates with the OED marketing staff to develop marketing materials and resources for business customers; researches, develops and utilizes marketing material to obtain/retain target industries in relation to OED services.

Keeps abreast of laws, regulations, and other Federal and State documents related to employment and

training programs, human resource development programs, and business and employment management trends for application to business services programs and activities.

Prepares, for supervisory review, reports relating to business services provided, that contain findings, conclusions, and recommendations.

Performs other related duties as assigned or requested.

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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:***

**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.

**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.

**Teaching Others** – Helps others learn through formal or informal methods; identifies training needs; provides constructive feedback; coaches others on how to perform tasks; acts as a mentor.

**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.

**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.

**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.

**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.

**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.

**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.

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

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

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

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

**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.

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

**Arithmetic** – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

**Creative Thinking** – Uses imagination to develop new insights into situations and applies innovation solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

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

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

Knowledge of principles and current developments in the fields of economic development, business management/human resources management, and industrial/organizational development or psychology.

Knowledge of the types and sources of economic and human resources data and the methods used to effectively utilize this data.

Knowledge of research methodology and statistics.

Knowledge of survey techniques and other methods of program evaluation including statistical analysis and presentation.

Knowledge of varied sources of occupational, industrial, and labor market information and methods of collecting such information.

Knowledge of group dynamics and principles and techniques of influencing/persuading others to a point of view.

Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.

Knowledge of principles and techniques of job analysis, job restructuring, and methods used to measure and control employee turnover and absenteeism.

Knowledge of occupational and industrial classification systems.

Ability to diagnose organizational needs, integrate data into new formulations and to draw inferences from them, and arrive at possible solutions.

Ability to cultivate business relationships and inspire confidence and gain cooperation of customers and others.

***Physical Demands:***

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.

Reaching: extending the hand(s) and arm(s) in any direction.

***Working Environment:***

Work is primarily performed in an office setting and frequently at other locations for meetings or events at varying times of the day or evening.

Subject to varying and unpredictable situations.

Subject to many interruptions.

***Education Requirement:***

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

***Experience Requirement:***

Three years of professional experience working in economic or workforce development, 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:***

None.

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 09/01/2006

**ESTABLISHED BY:** Earline Hill

**REVISED DATE:**

**REVISED BY:**

**CLASS HISTORY:** This class was created during the Office of Economic Development reorganization to support the integration of four independent agencies into a single agency, the Office of Economic Development.