



Office of Human Resources
Business Development Associate II - CA2371
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General Statement of Duties

This class performs standard/intermediate level 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 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 entry support work in workforce and business development functions to prepare job seekers to achieve goals related to work participation, job placement, retention and wage gain.

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.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

Customer Service – Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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.

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

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

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

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.

Level of Supervision Exercised

By position, performs leadwork.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Four (4) years of experience performing intake including assessing and identifying client strengths and needs and providing referrals for assistance.

Education & Experience Equivalency

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

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.
Subject to varying and unpredictable situations.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-13

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 11/22/24

Revised By: MF

Class History: 11/22/24 - Minimum qualifications updated.