

Business Services Manager  
Job Description  
6/20/2019

**GENERAL RESPONSIBILITIES:**

The Business Services Manager is responsible for overseeing business services that are available through the OhioMeansJobs Stark and Tuscarawas County centers to employer customers. Oversees the delivery of a menu of employer services available through the OhioMeansJobs center that meet the current and future workforce development and other needs of the region's businesses as determined by the local workforce development board (Stark Tuscarawas Workforce Development Board) and Board of Local Elected Officials (LEO). Supervises staff that assist business customers with the recruitment, hiring, training, and retention of qualified job candidates as well as other employer service needs. Conducts employer surveys, facilitates meetings, and supervises and coordinates business retention and expansion partnership efforts through the Business Resource Network (BRN).

**SPECIFIC DUTIES:**

STRATEGIC

- Coordinates business service related activities through the OhioMeansJobs Stark and Tuscarawas County center partnership to ensure seamless provision of services to business customers.
- Coordinates and collaborates with local entities in the strategic targeting of businesses for service needs and connection to available resources.
- Works with BRN partners to link and leverage workforce, economic development, and other needed services to solve and meet employer needs.
- Works with BRN partners to present long-term, proactive and comprehensive solutions for employer customers.
- Meets, coordinates, and collaborates with area businesses, Chambers of Commerce, Human Resource Associations, and Economic Development Organizations on an ongoing basis to determine specific workforce needs.
- Consults and collaborates with internal departments and local training vendors to coordinate training activities that may include on-the-job training, incumbent worker training, customized training, to meet the needs of area businesses.
- Supports economic development efforts to attract new and retain existing businesses in the region.

ORGANIZATIONAL

- Monitors surveys, service proposals and follow-up activity to targeted businesses.
- Coordinates, assigns and monitors employer customer staff assignments and activities.
- Ensures business outreach and service procedures are updated and communicated.
- Provides local labor market information to inform the OhioMeansJobs Stark and Tuscarawas County system to assist in matching qualified job candidates to job openings.
- Prepares and maintains records and reports; oversees the documentation of employer services into required systems.

## MARKETING/OUTREACH

- Optimizes business customer satisfaction through regular communication, meetings and follow-up.
- Participates in various advisory and community committees, associations, etc.
- Participates and/or coordinates participation in various community and networking events.
- Represents the OhioMeansJobs Stark and Tuscarawas center's business services department and its related services and programs within the community.
- Develops, coordinates employer service activities and events such as job fairs, recruitments, special employer events.

## SUPERVISORY

- Interviews and reviews candidates for staff positions and recommends hiring.
- Assigns and schedules tasks and responsibilities and evaluates performance.
- Provides technical assistance and recommends training as needed.
- Works to develop action plans to improve performance and motivate employees.

## MISCELLANEOUS

- Maintains skills and professional development through continuing education such as conferences, seminars, classes and in-house training.
- Participates in internal and interoffice meetings.
- Attends and participates in various meetings/events in the Stark/Tuscarawas County service delivery area as well as other areas in Ohio as needed.
- Performs any such duties and tasks consistent with the nature of this position and the goals and needs of the organization.

## **QUALIFICATIONS:**

- Bachelor's degree from an accredited college or university with emphasis in business administration, human resources or marketing preferred.
- A minimum of three years of experience in management, human resources, or marketing.
- Strong computer skills needed in Microsoft applications as well as ability to navigate state and local electronic systems.
- Strong interpersonal skills including tact, diplomacy and flexibility to work effectively with various stakeholders and customers (employers, partners, community entities, etc.)
- Ability to communicate effectively in verbal and written form.
- Ability to exercise independent judgment as well as work with internal and external teams.
- Experienced in using data to prepare, interpret, and analyze reports.
- Ability to maintain confidentiality.
- Valid Ohio Driver's license.

**TO APPLY: Please submit résumé and cover letter to Melody Fuller (mfuller@omjwork.com)**