



Job Description

Job Title: Business Liaison
Reports to: This staff person reports to the VP of Industry Relations. All staff positions ultimately report to the President.

Type of position: FT / Exempt	Hours: 40 / week
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MAJOR FUNCTION

Deliver workforce services that exceed business expectations.

MAIN ACTIVITIES

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| 1 | Business Customer Satisfaction rate for the system – Ensuring that the staff are appropriately engaging industry sectors to exceed business customer satisfaction standards. |
| 2 | Communicate and coordinate with Center Managers, Center Supervisors and center staff to exceed performance goals. |
| 3 | Effective and timely communication – the receipt and transference of critical information about business activities and industry trend between center staff, business, industry groups, CareerSource Brevard (CSB) committees and staff. |
| 4 | Knowledge of market research tools and the trends in the industry or community. |
| 5 | Staff cross training responsibilities. Plan, coordinate, facilitate staff industry focused training events once quarterly. |
| 6 | Incumbent Worker Training, Customized training, and On-the-Job training contracts – the ability to engage business in variety of training activities that results in full expenditure of allotted funds at the local level and assist business with obtaining state level funds. |
| 7 | Strives to achieve highest level of customer satisfaction, including internal customers, participants, and contractor customers. Identifies opportunities and recommends actions for continuous improvement in all activities. |
| 8 | Local travel may be required. |

MINIMUM REQUIREMENTS

<p>Minimum of three years of experience in business development, organizational planning and development, human resource development or closely related area.</p> <p>Previous Workforce Development Experience Preferred.</p> <p>Must have the ability to work in a fast paced and diverse environment.</p> <p>Manage multiple priorities to ensure that deadlines are met.</p> <p>Ability to perform market research, monitor and analyze industry based data to identify trends and provide relevant reports/information with recommended action steps.</p> <p>Outstanding writing and verbal communications skills are required.</p> <p>Strong familiarity with regulatory entities and their laws training. and guidance that apply to job posting and recruitment, employed worker training, customized training, and on-the-job</p> <p>Ability to coordinate with internal and external partners</p> <p>Strong MS Office skills.</p> <p>Must have the ability to work independently.</p> <p>Knowledge of business practices within specific industry preferred.</p>

Education Requirements

<p>Bachelor's degree in Business Management, Business Development & Planning, Training and Development, Human Resources or related field.</p> <p>Associates degree plus 2 years of directly related experience beyond the Minimum Requirements listed above.</p>
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