

Northwest Michigan Works!

Job Title: Business Services Representative

Department: Business Services

FLSA Status: Exempt

Position Overview:

The Business Services Representative acts as the primary point of contact for businesses, offering access to a wide range of workforce development services provided by Northwest Michigan Works! This is a full-time, professional role, functioning as part of a dynamic regional workforce development team. The position requires working closely with employers and job seekers while collaborating with local, regional, and state partners.

Supervision:

This position reports directly to the Regional Director of Business Services at Northwest Michigan Works!

Key Responsibilities and Duties:

The following list outlines essential functions of this role. While these duties are the core responsibilities, additional tasks may be assigned as needed:

- **Business Engagement**
Build relationships with employers to assess workforce needs, provide tailored solutions, and promote available workforce and economic development services that support business growth and talent development.
- **Grant Management**
Oversee and manage employer grants as required.
- **Business Retention & Expansion**
Participate in retention visits with state and local partners to identify workforce challenges, connect businesses with resources, and develop retention strategies that support economic growth.
- **Layoff/Closure Response**
Coordinate prompt responses to business closures and layoffs, including the administration of State of Michigan-assisted Rapid Response services.
- **Partnership Liaison**
Serve as a key liaison between Northwest Michigan Works! and partnered organizations, ensuring seamless delivery of workforce programs and maintaining strong community and industry relationships.
- **Talent Fund Promotion**
Promote and facilitate employer participation in the Going PRO Talent Fund, assisting with applications, award management, and compliance to maximize workforce training opportunities.
- **On-the-Job Training**
Develop and manage On-the-Job Training contracts, coordinating with Career Advisors to monitor progress, ensure compliance, and support successful training outcomes.
- **Statewide Labor Exchange**
Promote and train employers on the Pure Michigan Talent Connect as a statewide labor exchange platform.
- **Networking and Events**
Attend and network at community and business events (e.g., hiring expos, job seeker events), some of which may occur during evenings or weekends.
- **Employer-Job Seeker Matching**
Facilitate connections between employers and job seekers by referring qualified candidates and advocating for successful hires.

- **Labor Market Presentations**
Develop and deliver presentations on local labor market trends, hiring practices, and employment opportunities.
 - **Data Management & Reporting**
Maintain accurate employer engagement records, grant data, and business interactions in CRM and proprietary databases, ensuring timely reporting and compliance.
 - **Professional Development**
Participate in professional development activities to stay informed of industry trends and best practices.
 - **Training Programs**
Assist in creating and delivering training programs for employers to address workforce development needs.
 - **Additional Duties & Organizational Support**
Support special projects and perform additional duties as assigned by the Business Services Regional Director, contributing to the continuous improvement of workforce programs.
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Qualifications, Skills, and Experience:

- **Education:** Bachelor's Degree or equivalent professional experience (preferred).
 - **Experience:** Minimum of three years of private-sector work experience.
 - **Skills:**
 - Strong written and verbal communication skills.
 - Experience in delivering individual and group presentations.
 - Ability to work effectively as part of a team.
 - Proficient in computer applications, social media, and business software.
 - Knowledge of local labor markets and public/private employment practices.
 - **Other Requirements:**
 - Valid driver's license with the ability to be insured to drive agency vehicles.
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Physical Demands:

The physical demands required to perform the essential functions of this job include, but are not limited to:

- Regularly required to talk and hear.
 - Frequently required to stand, walk, sit, and use hands for various tasks such as handling objects, reaching, or typing.
 - Ability to lift up to 20 pounds.
 - Occasional need to climb, balance, stoop, kneel, crouch, or crawl.
 - Specific vision abilities required include close, distance, color, peripheral vision, depth perception, and the ability to adjust focus.
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Work Environment:

- This position operates primarily within a professional office environment, utilizing standard office equipment (e.g., computers, phones, photocopiers, filing cabinets, fax machines).
 - The noise level in the work environment is generally moderate.
 - Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of the job.
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Travel Requirements:

- Travel for this role is primarily during business hours, though occasional overnight travel may be required.

Additional Information:

This job description reflects the current requirements for the position. As duties evolve or change, the description will be reviewed and updated accordingly.

Acknowledgment:

By signing below, the employee acknowledges their understanding of the responsibilities and essential functions of the role.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____