

YUMA COUNTY WORKFORCE DEVELOPMENT BOARD
YUMA PRIVATE INDUSTRY COUNCIL, INC
POSITION DESCRIPTION

Title: Business Services Coordinator

Reports to: Operations Director

Classification: Exempt

Revision Date: October 22, 2024

Annual Salary: \$65,000

The Yuma Private Industry Council is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability status, protected veteran status, or any other characteristic protected by law.”

SUMMARY

This position is responsible for engaging with a diverse range of small and large employers and other agencies in the region (including South, East, and Imperial County). This position along with the business team spends most of its time visiting employers, throughout the county, and explaining (in person) opportunities including Work Experience, On-the-Job Training, Apprenticeships, etc. This position coordinates the Rapid Response Unit in Yuma County; provides guidance and stays abreast of the business needs in the region; and promotes and assists with layoff aversion measures. This position performs research/surveys, collects data regarding workforce development needs and collaborates with the Yuma Economic Development officials and also has supervisory responsibility. Other duties will be assigned as needed. **The person in this position must be bilingual English/Spanish.**

This position must be able to plan and coordinate activities as required to assist the Operations Director.

MISSION STATEMENT OF THE WORKFORCE DEVELOPMENT BOARD

To enhance our community by providing quality employment services in collaboration with partnering agencies.

Below is the framework of the essential duties assigned to this position; however, other duties may be assigned as part of YPIC’s continuous improvement efforts, and/or as required by WIOA and/or as required by Arizona State policies.

PRIMARY/ESSENTIAL RESPONSIBILITIES:

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Development of the Local Plan/Regional Labor Market Analysis
Supporting Skills

- Development of statewide workforce and labor market information system, specifically in the collection, analysis, and utilization of workforce and labor market information for the region.
- Conduct the necessary research, surveys, data collection, and analysis related to the workforce needs.

2. Employer/Community Engagement
Supporting Skills

- Develop effective relationships with employers in the region to ensure employers utilize the local workforce development system.
- **Sets weekly goals to ensure the team visits employers to promote Work Experiences, On the Job Training, Apprenticeships, Incumbent Work Training, etc. Detail reports demonstrating the progress of goals are presented to the Operations Director on a weekly basis.**
- Ensure that workforce investment activities meet the needs of employers and support economic growth in the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, service providers, community based organizations, educational entities, etc.
- Develop and implement proven or promising strategies for meeting the employment and skills needs of workers and employers (such as the establishment of industry and sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors or occupations.
- Provide customized business services to employers including: Screening and referral of qualified participants; customized recruitment events (including job fairs); Review of job descriptions (ensure there are not discriminatory requirements/statements); Explain labor and employment laws to help employers comply with discrimination, wage/hour, and safety/health regulations, etc.
- Explain the Employer/Reverse Referral system to employers and monitor the system to ensure employers are assisted in a promptly.

3. Career Pathways Development
Supporting Skills

- Identify career pathways within the local area.

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- Collect data from employers and identify workforce training/skills needs.
- Customize labor market information for specific employers, sector, industries or clusters.
- Survey employers and identify new career pathways.
- Coordinate with workforce partner agencies, Board, Employers and Education entities to develop training for in-demand occupations.

4. Increased Access to Program Services and Layoff Aversion
Supportive Skills

- Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce system for employers. (ie. Employer related social media)
- Promote work based learning training such as On-The-Job training, internships, Incumbent Work training, registered apprenticeships, skills upgrading, etc.
- Identify and develop methods to improve programs of the One Stop delivery system, such as improving digital literacy skills.
- Identify and negotiate the leverage of resources and capacity within the local workforce development system.
- Proactive measures, such as business visitation or layoff forecasting programs, to identify indicators of potential economic transition and training needs in growing industry sectors or expanding businesses.

5. Coordination with Employers, Board members, Economic Development Officials, and other Partner Agencies
Supporting Skills

- Coordination of meetings as needed between employers, Board members, Economic Development Officials, and partner agencies.
- Coordination and planning of the collaborative community job fairs.
- Attend meetings in the region as needed to stay abreast of business needs and partnership opportunities.
- Coordinate activities with education and training providers in the local area.

6. Rapid Response Coordination
Supporting Skills

- Represent Yuma County Local Board in State Rapid Response team
- Notify State Rapid Response Coordinator of dislocation events in Yuma County
- Coordinate and lead the Rapid Response team in Yuma County
- Presentations to the Dislocated employees

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- Collaborate with service providers to provide eligibility and enrollment in WIOA program
- Keep abreast of Rapid Response requirements under WIOA
- Connect employers and workers with short term, customized, or other training or apprenticeships before and after layoff
- Facilitation of incumbent worker training

7. Supervision of South County offices and services

Supporting Skills

- Establish and clarify goals and priorities.
- Assess skills and provide training opportunities.
- Supervise the work accomplished and review daily work logs.
- Ensure staff coverage in each office.
- Monitor attendance, work competencies and proficiency of the department.
- Train and Coach staff
- Perform Staff Evaluations
- Discipline, develop corrective action, etc.

CORPORATE VALUES

Integrity:

- Be a responsible corporate citizen committed to the health & safety of others, compliance with laws, regulations, and company policies;
- Behave in a businesslike manner demonstrating mature, professional actions;
- Be fair, honest, trustworthy, respectful and ethical in all engagements;
- Honor all commitments;
- Be accountable for all actions, success and failures.

Teamwork:

- Be committed to the common goal;
- Perform tasks in a manner that benefits the entire organization;
- Openly communicate up, down, and across the organization;
- Value the diversity of our workforce;
- Show willingness to make adjustment in schedules, and maintain openness to others' ideas of working approaches;
- Willingly share your resources.

Performance/Initiative:

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- Focus on what is important, perform careful and thorough work;
- Establish and communicate clear expectations;
- Relentlessly pursue success;
- Strive for flawless execution;
- Work hard, celebrate successes and learn from failures;
- Remain flexible, adapt to change and balance multiple priorities;
- Continuously look for ways to improve self, services and processes;
- Technical and Job knowledge; how well you demonstrate the understanding, knowledge and technical skills required for your job.

Learning:

- Commit to develop and improve throughout your career;
- Actively seek ways to build upon your capabilities;
- Learn from sharing past decisions and actions both good and bad to continuously improve performance;
- Demonstrate a willingness to use new and different approaches in completing tasks and offer resourceful solutions;
- Use creativity and imagination to develop new ideas and approaches;
- Improve by benchmarking and adopting best practices.

Corporate Level Contribution:

- Perform tasks in a manner that benefits the entire organization;
- Seek to consistently improve quantity, quality, accuracy and efficiency;
- Look for small improvements as well as major improvements;
- Identify and eliminate unnecessary work and non-value added activities;
- Optimize time and resources;
- Teamwork: how well you work with others and fit into the corporate culture.

Customer Service:

- Anticipate the needs of those served, and demonstrate true caring;
- Deliver the very best every day to make a difference;
- Continuously look for ways to improve self, services and processes;
- Demonstrate a positive attitude;
- Make and cheerfully spend time to consistently exceed clients' and colleagues' expectations;
- Show humility for the role played in the lives of others;
- Respect co-workers (by being on time, not using sarcasm, etc.), and appreciate similarities & differences of each employee.

CORE SKILLS

Language

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- **Communication:** *The ability to communicate information and ideas so others will understand (respond effectively to the most sensitive inquiries or complaints, effectively presenting information and responding to questions from groups of managers, clients, employers, customers, elected officials, and the public).*
- **Comprehension:** *The ability to understand information and ideas presented (respond effectively to the most sensitive inquiries or complaints (effectively present information and/or respond to questions from groups of managers, clients, employers, customers, elected officials, and the general public).*
- **Writing: The ability of communicating effectively in writing as appropriate for the needs of the audience.**
- **Written Comprehension:** *ability to read and understand information and ideas presented in writing).*
- **Written Expression:** *The ability to communicate information and ideas in writing so others will understand (write clear and concise memoranda without close supervision).*
- **Reading Comprehension:** *Read, analyze, and interpret general instructions, technical procedures, and government regulations (understanding written sentences and paragraphs in work related documents).*
- *Fluency in the English language is required.*
- *Fluency in the Spanish language is preferred*

Mathematics

- *Apply mathematical concepts such as probability and statistical inference, fractions, percentages, and ratios.*

Reasoning

- **Problem Sensitivity:** *ability to tell when something is wrong or is likely to go wrong (does not involve solving the problem, only recognizing there is a problem).*
- **Deductive Reasoning:** *ability to apply general rules to specific problems to produce answers that make sense (solves practical problems, collect data, establish facts, and draw valid conclusions).*
- **Inductive Reasoning** — *The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).*
- **Critical Thinking:** *The use of logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.*
- *Interpret a variety of technical instructions.*

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Technology

- *Demonstrates **proficiency** in software including but not limited to Microsoft Windows, Microsoft Office, Microsoft Excel, and Microsoft Access (Database).*
- *Demonstrates **proficiency** in Internet usage.*

Socioeconomic

- *Maintains an awareness of socioeconomic factors bearing on unemployment, local labor community problems, and/or resources relating to the labor market.*

Supervisory

- **Active Learning:** *Understanding the implications of new information for both current and future problem-solving and decision-making.*
- **Time Management:** *Managing one's own time and the time of others.*
- **Learning Strategies:** *Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.*
- *Has no direct supervisory responsibility.*

Interpersonal

- *Social Perceptiveness: Being aware of others' reactions and understanding why they react as they do.*
- *Service Orientation: Actively looking for ways to help people.*
- *Must possess excellent interpersonal skills.*
- *Must demonstrate excellent self-control and confidence during presentations.*

Other

- ***Demonstrate public speaking skills. Make presentations to groups in local and statewide activities.***
- *Demonstrate interviewing skills.*
- *Demonstrate data entry and retrieval skills.*
- *Demonstrate appropriate interpersonal skills to accomplish tasks.*
- *Interpret federal and state rules and regulations.*

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- *Must have a valid Arizona Driver's License, reliable transportation, and current liability **insurance (\$100,000 Person/ \$300,000 Accident Bodily Injury and Property Damage)**.*
- *Must possess or be able to obtain a Level One Fingerprint Clearance Card.*
- *Must clear a background check with Arizona Department of Child Safety.*
- *Must demonstrate the Core Values of the Organization.*

EDUCATION AND EXPERIENCE

A minimum of a Bachelor's Degree in Business Management, Administration, Marketing, Leadership, or related field and three years of experience in the Outreach field; Or a combination of education and extensive experience. Bilingual English Spanish preferred.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level is usually moderate for an office environment.

I acknowledge that I have been given a copy of this job description and I understand the duties and responsibilities stated within. I attest to my capacity to fulfill all such duties and responsibilities. This job description may be revised by the employer and I will be given a copy of revisions, additions, and/or deletions. I understand that I may be given additional related duties and will be required to follow any other instructions or directions given by my supervisor. I understand that employment at the Yuma Private Industry Council (YPIC) is "at will". This means that employment is for an indefinite period of time and it is subject to termination by you or YPIC at any time.

Signature of Employee

Signature of Supervisor

Printed Name of Employee

Printed Name of Supervisor

Date Signed _____

Date Signed _____

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