

**CAREERSOURCE CENTRAL FLORIDA  
JOB DESCRIPTION**

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**JOB TITLE:** Business Sales Consultant  
**DEPARTMENT:** Business and Professional Services  
**REPORTS TO:** Director of Business and Professional Services  
**FLSA STATUS:** Exempt

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**GENERAL PURPOSE:**

This position performs professional sales and economic development work in the Business Services department of CareerSource Central Florida. Assesses business needs and promotes and packages the services provided by CareerSource Central Florida to address the needs of employers. Has knowledge of a wide variety of community partner resources and can recommend and/or coordinate services according to employer needs. Coordinates with internal staff to ensure that business customers are served in a timely and effective way.

The position requires intentional and excellent customer service, knowledge of all available career/employment services and workforce development programs in order to provide integrated services focused on delivering solutions, training, and qualified talent to regional businesses.

**ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this job title. It is not necessarily descriptive of any one position in the job title. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Essential Functions
Responsible for contacting businesses by telephoning, emailing, mailing, and cold calling, to set up initial meetings to describe CareerSource Central Florida service offerings to meet and achieve established sales goals. Develops focused strategies for acquiring, retaining and growing business customers and prospect relationships. Champions and leads all business development efforts. Drives a focused business development effort by developing a clear and holistic understanding of the client's or prospect's business/industry.
Maintains ongoing relationships with businesses by demonstrated follow-up and consistent communication
Prepares and maintains agreements, files, scans documents, and enters data related to the employers contacted in the course of work. Maintains agreements and files according to established quality, compliance, and continuing improvement standards.
Conducts training for employers to educate and communicate CSCF and community partners' products and services
Utilizes CRM according to established policies and procedures

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Attends regional meetings and chamber events to establish contact with employers and network in the community
Researches solutions for businesses and makes suggestions for contact/partnerships with other resources when business needs are outside the scope of CareerSource Central Florida's services; shares resources with Business Services team to add to "toolbox" of available business solutions.
Contributes to achieving regional goals established by the state, grantors, and other funding resources
Attends and participates in staff meetings, various trainings, personal and career development to increase knowledge and ability and to maintain all required certifications
Other duties as assigned

### **SUPERVISION:**

***Supervision Received*** - Work is performed independently under limited supervision with significant latitude in the use of initiative and independent judgment.

***Supervision Performed*** – Not Applicable.

### **MINIMUM QUALIFICATIONS:**

Bachelor's Degree from an \*accredited institution in business administration, social sciences or related discipline; supplemented by two (2) years' experience in business to business sales or non-profit promotion; or an equivalent combination of education, certification, training, and/or experience. Minimum qualifications for combination:

- High School Diploma or GED combined with at least six (6) years in workforce or related experience
- Associates Degree or equivalent coursework from an accredited institution in a related field combined with at least four (4) years in workforce or related experience.

Position is required to attain state required Tier 1 certification within 6 months of hire date. After the first year, incumbents must maintain current Tier 1 certification by completing a minimum of 15 continuing education units (CEUs) annually

Must be able to provide verification of the legal right to operate a vehicle in the State of Florida (Driver's License, documentation of personal auto insurance, etc.). Must fulfill all requirements of the CareerSource Central Florida Vehicle Safety Program and have reliable transportation.

### **PREFERRED QUALIFICATIONS:**

Advanced degree in related area from an accredited institution; experience in workforce development, negotiating contracts, economic development; Tier 2 Certification.

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*\*Accreditation confirmed by USDOE Database of Accredited Postsecondary Institutions and Programs. <http://ope.ed.gov/accreditation/GetDownloadFile.aspx>*

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of CareerSource Central Florida career and employment services
- Knowledge of wide range of regional services to business
- Skill in the use of Microsoft Office products (Word, Outlook, Excel, and Access)
- Skill in time management and work organization
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to sell CareerSource Central Florida programs and services
- Ability to follow oral and written instructions
- Ability to communicate effectively in English orally and in writing
- Ability to develop and deliver training and educational information
- Ability to manage multiple priorities to ensure that deadlines are met
- Ability to work as a contributing member of cross-functional teams
- Ability to work in a fast paced and diverse environment
- Ability to coordinate with internal and external partners in service delivery
- Ability to meet or exceed established performance goals and monitoring standards
- Ability to listen keenly and use critical thinking
- Ability to operate general office equipment
- Ability to work independently
- Demonstrates professional appearance and attitude as defined by CareerSource Central Florida guidance and policies
- Models CareerSource Central Florida's core values

### **PHYSICAL REQUIREMENTS:**

Tasks involves light physical effort (i.e., some standing and walking, or frequent light lifting of less than 10 pounds); and minimal dexterity in the use of fingers and limbs in the operating of office equipment. Tasks may involve extended periods of time sitting at a workstation and utilizing a keyboard. Must be able to operate a motor vehicle and travel extensively.

### **ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

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**SENSORY REQUIREMENTS:**

Some tasks require manual dexterity. Some tasks require visual and hearing acuity. Tasks may involve identifying and distinguishing colors. Tasks require oral communications ability.

This job description does not constitute an employment agreement between CareerSource Central Florida and the employee and is subject to change by CareerSource Central Florida as the needs of the organization and requirements of the job change.

CareerSource Central Florida is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, CareerSource Central Florida provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**I have read and understand this job description and hereby certify that I am able to perform this job, with or without reasonable accommodation.**

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Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date