

**CAREERSOURCE CENTRAL FLORIDA
JOB DESCRIPTION**

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

GENERAL PURPOSE:

The purpose of this position is to provide a broad range of assistance and highest quality services to job seekers and businesses at CareerSource Central Florida One-Stop Career Centers and various stakeholder locations throughout the region. The Business Services Consultant provides holistic career services integrating the opportunities available through the Workforce Innovation and Opportunity Act (WIOA), the Welfare Transition (WT) program, Supplemental Nutrition Assistance Program (SNAP), Re-employment Assistance (REA), and other grants or programs.

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
Integrates components of all programs and their related services to consult employers seeking talent. Business Services activities include but are not limited to: job orders, technical assistance, job description review, case management, follow-up, recruiting events, and labor market information. Demonstrates the ability to collaborate with career services by integrating business needs with available talent.
Responsible for timely, complete and accurate data entry in data collection systems.
Performs all administrative tasks associated with business services according to established policies and procedures, including but not limited to: timely data entry; file management, copying and scanning documents.
Attends and participates in staff meetings, various trainings, personal and career development to increase knowledge and ability and to maintain all required certifications.

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Contributes to achieving regional goals established by the state, grantors, and other funding resources

Other duties as assigned

SUPERVISION:

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

Supervision Performed – Not Applicable.

MINIMUM QUALIFICATIONS:

Associate's degree from an *accredited institution in business administration, social sciences or related discipline; supplemented by (4) years' experience in workforce development or a related field; 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
- Bachelors or equivalent coursework from an accredited institution in a related field combined with at least two (2) 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

PREFERRED QUALIFICATIONS:

Bachelor's degree in related area from an accredited institution; Tier 2 Certification.

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

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of career and employment services
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel) and Internet applications
- Skill in time management and work organization
- Ability to read, analyze, interpret and understand oral and written communications, including common journals, laws, regulations, policies, and procedures
- Ability to provide excellent customer service
- Ability to assist customers and exhibit good interpersonal skills
- 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

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- 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 communicate effectively in English orally and in writing
- Ability to operate general office equipment
- Ability to work with minimal supervision
- 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.

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.

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.

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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.

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date