

## **Business Services Manager**

Job Description

April 2022



**Purpose:** The Business Services Manager is responsible for working with the public workforce system to educate, enhance, promote and expand outreach to businesses regarding workforce and career development while building and maintaining vital relationships with employers within Clackamas County. There will be an emphasis on targeted sectors to determine likely areas of growth in employment position openings and skill areas. Initial industry focus will be Construction and Early Care & Education, with involvement in Manufacturing, Healthcare and Tech.

### **Essential Job Functions**

- Broker industry engagement efforts to connect job seekers to employers;
- Convene system partners and local employers to promote youth and adult work experience opportunities;
- Leverage partners' work on deliverables of the identified workforce plan within each industry;
- Develop and align sector strategies for key industries in Clackamas County;
- Identify skill development opportunities through business engagement and activities that lead to industry certifications and career pathways;
- Support the management Business Goal Advisory Group/Clackamas Coordinated Business Services for Clackamas Workforce Partnership to ensure coordination of service delivery to business customers in partnership with system partners;
- Understand and effectively integrate principles of diversity, equity, and inclusion to all aspects of partnership alignment work;
- Work closely with the Columbia-Willamette Workforce Collaborative (comprised of Worksystems and Workforce SW Washington) and other collaborative efforts to develop regional industry focused workforce solutions;
- Facilitate information sharing and partnerships among interested partners and the media;
- Research sector growth opportunities and labor market intelligence and projections;
- Participate in the development of relevant funding proposals and drafting project plans;
- Provide project management support including identification of opportunities for promoting activities of Clackamas Workforce Partnership and its provider's activities throughout the area and region;
- Represent organization in meetings, lectures, seminars, and presentations related to program development;
- Attend meetings related to areas of responsibility at the local, state, regional, and federal levels, as needed;
- Establish and maintain strong relationships with business, chambers of commerce, economic development, government, and educational institution leaders; and
- Any other duties needed to help drive and meet organization's Mission, Vision, and Values.

**Qualifications:** Candidate should understand the principles and practices of workforce development programs and systems.

- Education requirements: Any combination of education and work experience equivalence working in project/program management, business management, customer service, and/or business;
- Experience requirements: Must have substantial work experience (up to 5 years preferred) in planning, developing and researching or other work directly related to project management, program administration, public relations, business outreach, workforce development and community development;
- Experience working cooperatively within and across teams; belief in the value and power of participatory decision making;
- Knowledge of program design and community outreach; and
- Strong interpersonal communication skills, strong writing skills with an ability to prepare clear, concise materials.

**Demonstrated ability to:**

- Vary communication to fit cultural context;
- Manage complex projects with multiple partners;
- Oversee state, federal grants and grant/contract management;
- Communicate professionally and effectively in writing;
- Creatively problem solve and find solutions;
- Gather, analyze, and interpret data to present ideas, conclusions, and factual data in clear and concise written and verbal formats;
- Work in partnership with other organizations and groups;
- Identify and evaluate project and program elements;
- Work with staff and community partners to coordinate project and program activities;
- Establish and meet designated timelines;
- Work independently and as a team player; and
- Show above average computer literacy and familiarity with Microsoft Office software and programs.

**Additional Requirements:** To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are in addition to the essential functions and required skills:

- Able to attend meetings in person throughout Clackamas County, Portland Metro Area, and State
- The employee is required to be present in the workplace on a regular and reliable basis. Typical work hours are M-F 8:00 am to 5:00 pm; however, occasional evening and/or weekend assignments may occur.

**Compensation:**

- Strong benefit package;
- Starting salary range \$52,000 - \$60,000 annually.
- This position is made possible through grant funds.

**Work Environment:**

Clackamas Workforce Partnership (CWP) offers a hybrid work environment. We have an office in Oregon City and offer the capability for significant telecommuting. The ability to provide connectivity to employees in a virtual environment and have the data be secure, as well as collaboration tools in place to make virtual work much more productive, is important to the organization.

Work is typically conducted at a computer for extended periods of time. This work will require the use of standard office equipment (phone, copy machine, computer, printer) daily. May lift, carry, or ensure items are appropriately moved, organized, and stored. The person in this position needs to occasionally visit or move about inside the office to access file cabinets, office machinery, etc. The person in this position will communicate frequently with staff, board, community members, and community partners. Additionally, this position may require travel to/from community events, board meetings, and meetings with partners. CWP is committed to providing tools, resources, and reasonable workplace accommodations, as able to assist individuals in meeting the requirements and demands of the job.

**Equal Opportunity:**

Clackamas Workforce Partnership is committed to building a culturally diverse workforce. CWP strongly encourages applications from individuals identified as Black, Indigenous, and People of Color (BIPOC); LGBTQ+; trans or non-binary; people with disabilities; people with legal backgrounds; immigrants/refugees; bi-cultural/bi-lingual individuals; veterans; or those with personal or lived experiences that may be helpful in informing our work.

CWP is committed to providing equal employment opportunity without regard to race, color, national origin, religion, sex, age, disability status, marital or familial status, sexual orientation, political affiliation or belief, or other protected statuses. CWP is an equal opportunity employer.

This position will remain open until filled.