

**W.E. UPJOHN INSTITUTE FOR EMPLOYMENT RESEARCH
EMPLOYMENT MANAGEMENT SERVICES DIVISION**

POSITION DESCRIPTION

JOB TITLE: **Business Services Coordinator (Branch & Calhoun Counties)**

SUMMARY OF JOB: Position is responsible for the coordination and execution of Michigan Works! Southwest business services strategy in Branch & Calhoun Counties. Ensures a common business services vision and purpose with Michigan Works! partners and serves the business community in fulfilling organizational goals and objectives. Coordinates services with economic development, community colleges and community partners. Ensures effective delivery of services to Michigan Works! customers

**NATURE OF DUTIES
PERFORMED:**

Plays a lead role in implementation of the business services strategy.

- Collaborates with Michigan Works! partners for input related to business services.
- Assists Michigan Works! partners in positive relationship building and problem resolution with local businesses.
- Stays informed of latest business practices, applications and terminology to effectively interact and communicate with business leaders.

Coordinates the execution of business service strategy and activities.

- Ensures there is a reliable tracking methodology for business services activity. Submits reports detailing activity to management on a weekly basis.
- Markets Michigan Works! Services to area businesses, including on-site business calls and regular follow up. Maintains positive relationships with area businesses.
- Drafts communication for distribution to client companies and Michigan Works! partners.
- Monitors, analyzes and recommends enhancements to electronic applications and utilization related to social media.
- In conjunction with the Director of Administration, coordinates assignments for Business Services Team members in fulfillment of the business services strategy.
- Ensures reports and requests for information are met within given deadlines.

Coordinate sector strategies for the Kalamazoo-St. Joseph Michigan Works area.

- Convene groups from the state and locally identified employment sectors to address the workforce needs of the sector and the employers.
- Coordinate the local Business Service Team to ensure sector and employer needs are being met.
- Identify and recruit employer, education, economic development, workforce development and community partners for participation in the initiatives.
- Identify and obtain resources/expertise needed to further the work of the groups.
- Serve as the liaison for the statewide employment sector initiatives.
- Maintain documentation of work of sector groups and report progress as needed.

Develops strategic relationships with community organizations to fulfill Michigan Works! mission.

- Coordinates services with community colleges and other training institutions
- Represents Michigan Works! at community based meetings.
- Seeks out opportunities to partner with economic development and other organizations with workforce development interests.

**REPORTING
RESPONSIBILITIES:**

The individual in this position reports to the Director of Administration

**EDUCATION/TRAINING
& EXPERIENCE:**

Bachelors degree in related field and five years of progressive experience in business or public entities required. Experience supervising internal processes with emphasis on positive customer outcomes desired. Michigan Works! or experience with state/federal workforce development or training initiatives preferred. Experience with graphic software applications desired. Must possess strong business acumen and communication skills. Effective time management and organizational skills required.