W. E. Upjohn Institute for Employment Research

Job Title	Business Services Coordinator		
Reports To	Business Services Manager	**Classification**	This Position is Exempt (Salaried)
Department	EMSD - Administration	**Location**	Service Center - Kalamazoo

Position Summary

The Business Services Coordinator serves as the primary liaison between the Michigan Works! Southwest agency and employers for Kalamazoo and St. Joseph Counties. Provides a variety of employer services, including solutions for recruitment and retention of talent. The Coordinator interfaces with Michigan Works! Southwest partners to ensure effective delivery of services to employer customers.

Duties and Responsibilities

Represents and communicates Michigan Works! Southwest services to employers, job seekers and community partners. Markets and coordinates training opportunities with employers. Provides talent recruitment and retention services to employers. Provides employers with current labor market information. Promotes the Michigan Works! system through participation in career fairs, as well as business and community events. Establishes and maintains effective relationships with local and regional businesses. Actively participates in continuous quality improvement processes. Performs other duties as assigned.

Job Requirements

Five years demonstrated experience in business or employment related field required or a combination of two years of experience and business related coursework. Bachelors degree in business or business related field preferred.

Qualifications and Proficiencies

Proficiency with computers including working with database applications necessary. Strong writing skills, including report preparation necessary. Must possess analytical skills to identify operational concerns and potential solutions. Strong interpersonal communications skills necessary to interface with a diverse customer base. Strong organizational and time management skills with the ability to prioritize and meet deadlines necessary. Knowledge of human resources as they relate to employer needs necessary.

Direct Reports

This position has no direct reports.