



**Business Services Specialist**  
**Salary \$61,000 - \$70,000 Annually (Depending on qualifications)**  
**Project Position**

The Department of the Alameda County Workforce Development Board (ACWDB) is seeking a Business Services Specialist (BSS) to ensure consistent and effective development of services to businesses that demonstrate clear linkages between workforce development activities that meet the needs of employers. The BSS will also look for opportunities to develop new training opportunities that connect Workforce Innovation and Opportunity Act (WIOA) clients with emerging industries, regional sector initiatives, apprenticeship and pre-apprenticeship training.

**THIS IS A YEAR-TO-YEAR PROJECT POSITION BASED ON AVAILABLE FUNDING**

**Responsibilities of the Business Services Specialist:**

- Develops employer-based customized and upgrade training programs;
- Works closely with the ACWDB planning staff and Rapid Response Coordinator to develop business service programs and performance standards;
- Works with local, regional and state economic development directors to provide linkages to resources;
- Ensures that business services are being coordinated between the Employer Services Hub, One-Stops/America's Job Center of California (AJCCs), partners and other community organizations;
- Represents the ACWDB at industry and/or trade association events;
- Coordinates marketing of specialized dislocated worker activities;
- Promotes business services and linkages to economic development departments, educational partners, Chamber of Commerce and others;
- Makes policy recommendations to improve training services and training outcomes for ACWDB's discretionary and formula funded programs;
- Assists when needed with Rapid Response activities;
- Attends meetings as required; and,
- Provides administrative support to ACWDB's committees and/or Board which includes but not limited to:
  - Making oral reports and /or providing written program updates as requested;
  - Working with employers to implement high-growth initiatives identified by the committees.

### **Experience and skills desired for the Business Services Specialist:**

- Experience in program development working with business, industry, and/or labor unions.
- Background in marketing/human resources/training in high-growth areas or commensurate experience in job training or workforce development.
- Demonstrated experience in developing community partnerships and team building skills.
- Experience in and/or knowledge of private sector and business practices.
- Knowledge of the workforce development system; including but not limited to Rapid Response and dislocated worker services.
- Strategic thinker with some experience in regional planning for workforce initiatives.
- Excellent verbal and written communication skills; skilled in group facilitation and making oral presentations.
- Experience in training and sales.
- Possess intermediate level computer skills (Microsoft Applications, Internet, etc.)
- Knowledge of business related incentive programs (WIOA, WOTC, ETP, H1-B, etc.)

### **Minimum Requirements**

**EXPERIENCE:** The equivalent of four years full-time experience in workforce development, job training, career development or related field. Experience in human resources management, and training and development may be substituted;

AND

**EDUCATION:** Possession of a Bachelor's degree from an accredited college or university with major course work in marketing, business administration, social science industrial psychology, public administration, or a field closely related to human resources.

Experience may be substituted for Educational requirements on a year for year basis.

### **Compensation**

\$61,000 - \$70,000 annually depending on qualifications and experience plus benefits

### **Job Site**

This position will be located in Hayward, California located at the Department of the Alameda County Workforce Development Board.

**Supplemental**

Please describe your past experience in working with employers demonstrating the requisite skills and experience described above.

**TO APPLY:**

Mail or Fax resume with cover letter and supplemental to:

Human Resources

**Oakland Private Industry Council**

1212 Broadway, Suite 100

Oakland, CA 94612

FAX: (510) 768-4483

**Due by June 5, 2017**