

Northeast Missouri
Workforce Development Area

Regional Business Services Team



Regional Business Services Team – Mission & Purpose

Mission:

The mission of the Business Services Team is to connect businesses to a skilled workforce; offering and providing comprehensive, integrated, system-wide, human resource services, including consultation, recruitment, retention, and training for business and economic development.

Vision:

Our goal is to make the Northeast Missouri Business Services Team one-stop system the primary point of contact for business services in Northeast Missouri. We want the business community to think of us first when discovering a need. We offer a full menu of products and services and market those programs/incentives and services to the business community.

Goals and Objectives:

Business Outreach

- Meet with business/organizations to promote the products and services
- Conduct presentations to assist businesses accessing programs and services
- Actively participate in business organizations to promote programs and services
- Work with partner staff to support their effort to engage businesses
- Assist with the dissemination of outreach/marketing materials for all partners

Customer Service

- Ensure Business satisfaction with services by conducting follow up services with business and partners
- Inform and maintain contact with businesses to advise them of updates to services provided by DED, DWD, partners, industry education and training and other business related services.

Partnership

- Work with partner staff to support their effort to engage businesses
- Assist with leading and directing business outreach systems for the purpose of coordinating and streamline business contacts among partner agencies
- Encourage a two way communication about business successes and concerns

Agencies Represented on Team

- NEMO WDB and NEMO WDB Subcontractor Agencies
- Division of Workforce Development (Workforce Coordinator, ESR, LVER, Regional Manager, Employment Team staff)
- Vocational Rehabilitation

Regional Business Services Team – Job Description

Functional Responsibilities:

1. Market all Missouri Job Center products and services using the local and statewide Product Box as a guide. Work to inform businesses, community organizations and other stakeholders of the full menu of workforce development and partner agencies program and services.
2. Coordinate efforts to ensure that the Regional Business Service Team Members are responding to the needs of businesses in a timely and professional manner; and avoiding duplication of services. Coordinate efforts to include all essential Regional Business Service Team Members whose services may align and benefit the business. This may include recruitment, retention, downsizing or technical assistance.
3. Develops, coordinates and maintains effective working relationships with businesses, community organizations, industrial education groups and business planning committees and other required partner organizations. Initiates public relations activities to promote and explain Missouri Job Center programs and services, including Veterans services and partner agencies program and services.
4. Actively contribute to team role(s) to ensure the One-Stop System performance standards are met and exceeded, while ensuring compliance with Federal, State and Local rules and regulations.

This is a generic job description and does not apply directly to full-time Veteran's staff due to the restrictions that Veteran staff cannot be in a position where non Veteran customers expect assistance from Veteran staff.

Knowledge, Skills, and Abilities (KSAs):

The primary focus of the three KSAs for the Regional Business Services Team is based on functional responsibilities and procedural requirements. Each individual team member's experience, policy and regulatory knowledge, training background, communication and coordination skills, coupled with the ability to understand business needs, must all be succinctly combined to achieve a clear understanding of the emerging challenges employers face. The purpose of the Regional Business Services team's KSAs is to provide strategic guidance to its team members by prioritizing where and how the team's level of effort needs to be applied. The desired outcome of our Regional Business Services Team's KSA's is to provide a premier business service to our region with a unified approach and a professional reputation that provides our employers with gold standard value.

The three Business Service Team's KSAs are as follows:

- **KSA 1. Strategic Communications.** Collectively market all Missouri Job Center products and services with a disciplined, strategic approach, using both the local and statewide Product Box as your guide.

Functional Competencies for KSA 1 are:

- a. Ability to communicate orally and in writing.
- b. Ability to leverage multi-functional media and communications to provide a consistent message.
- c. Understand the impact of messaging and the positive and/or negative effects it may have.
- d. Provide businesses with resources and tools in such a manner so as not to burden them but yet giving them the appropriate amount of information to be successful.

- **KSA 2. Planning, Preparing, and Implementing an Employer Business Service Strategy.** Coordinate efforts to ensure that the Missouri Job Center Team members are responding to the needs of employers and businesses in a timely and professional manner; and avoiding duplication of services.

Functional Competencies for KSA 2 are:

- a. The ability to coordinate, anticipate, and verify that the needs of employers and businesses are being met.
 - b. Ability to identify and resolve issues and problems as part of their business resources.
 - c. Uses a high degree of initiative and judgment in a professional and credible manner.
 - d. Skill in Business Service, understanding the needs and issues of employers with the ability to offer guidance, resources, and recommendations for solutions.
- **KSA 3. Establish a Valued Business Partnership in the Region.** Develops, coordinates and maintains effective working relationships with businesses, community organizations, industrial education groups and business planning committees and other required partner organizations. Initiates public relations activities to promote and explain Missouri Job Center programs and services, including Veterans services and partner agencies program and services.

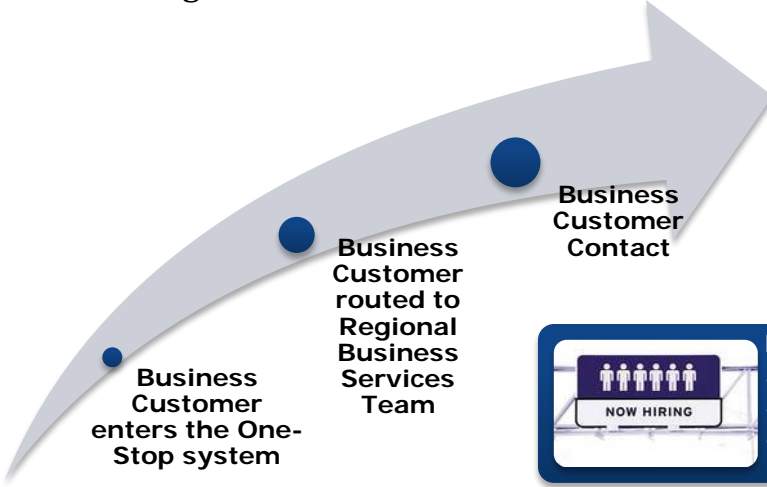
Functional Competencies for KSA 3 are:

- a. Integral part of the regional business organizations; known by all as added value.
 - b. Interprets and explains procedures, programs and procedures to businesses.
 - c. Understands prioritization and how to bear resources on a problem at the right time.
- **KSA 4. Team Collaboration and Compliance.** Actively contribute to team role(s) to ensure the One-Stop System performance standards are met and exceeded, while ensuring compliance with Federal, State and Local rules and regulations.


Functional Competencies for KSA 4 are:

- a. Collaborate as a team to ensure performance standards are met and exceeded for all.
- b. Knowledge of Federal, State, and Local rules and regulations is imperative.

The Regional Business Services Team – Business Customer Products & Services




Products & Services




Hiring & Recruiting

- Proceed with job order process in jobs.mo.gov
- Assist with customer interviews if appropriate
- Job order entry by staff




Training

- Make contact with appropriate Team member for services
- Proctor tests/assessments (encourage NCRC) if allowable and/or appropriate
- Market and/or develop contracts for training programs




Reporting Layoff or Business Retention Needs

- Refer to DWD Workforce Coordinator
- Contact DWD Workforce Coordinator with any Business Retention needs




Technical Assistance

- Assist with jobs.mo.gov registration
- Assist with job orders
- Assist /update jobs.mo.gov access and reset of employer password



Labor Market Information

- Assist with navigation of MERIC website
- Provide wage analysis, unemployment rates, labor cost analysis, related info
- Provide regional business incentive info. & business climate comparison info




Economic Development

- Make contacts & develop relationships. Answer Questions!
- Promote services & partner with EcDev to serve customers & promote events
- Provide welcome information, introduce self and services to new businesses



Hiring Incentives

- Refer and make contact with appropriate Team member for services
- WOTC
- Show-Me Heros
- Federal Bonding
- Work Ready
- Pre-Apprenticeship
- US DOL VETS
- Work Experience
- OJT



Business Outreach (Direct & Indirect Business Contacts)

- Intro self & services - provide info
- Attend Chamber meetings, etc.
- Inquire about hiring needs
- Conduct networking events
- Targeted Outreach
- Job Development

Follow-Up Services: The Regional Business Services Team provides follow-up services to the Business Customer.

The Regional Business Services Team– Business Marketing and Outreach

Business Outreach Coordination

The Northeast Missouri Workforce Development Board Area covers sixteen counties in Northeast Missouri. There are three full-service Missouri Job Centers throughout the Region (located in Hannibal, Warrenton, and Kirksville). Therefore, the Regional Business Services Team (comprised of representatives from each of the full-service Missouri Job Centers, WIOA Core Partners, and additional partners serving business) will be responsible for addressing the daily needs of local businesses. It is important that Regional Business Service Team Members work hard to coordinate business contacts, marketing and outreach efforts to avoid any duplication.

All Team Members should utilize the DWD State Case Management System to reduce duplication with our customers by always following these four easy steps:

1. Check the Case Management System for previous contacts or activity and plan accordingly.
2. Document business contacts made in the Case Management System as soon as possible... never later than the next business day.
3. Coordinate planned business contacts and other outreach with the Regional Business Services Team when possible.
4. Inform all staff of business activities by e-mail and personal or phone contact when needed; in addition to documentation in the Case Management System.

