

## BUSINESS SERVICES REPRESENTATIVE

### DEFINITION

Under general supervision, consults with businesses and employers to evaluate their business needs and provide assistance in accordance with the approved local Business Assistance Plan. Conducts studies and surveys to obtain data, and analyzes data to advise the community coordinator on or recommend solutions; related work as required.

DUTIES AND RESPONSIBILITIES (Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Schedule presentations with local businesses to inform them of the Yuba County One Stop menu of services and how they can benefit from these services. Visit businesses and consults with clients to ascertain and define needs or problem areas and determine scope of investigation required to obtain solution. Conduct studies and surveys on needs or problems to obtain data required for solution. Analyzes data to determine solutions such as installation of alternative methods and procedures, changes in processing methods and practices or services. Presents information, using a variety of techniques and formats such as role playing, simulations, team exercises, group discussions, videos and lectures. Organizes and develops, or obtains, procedural manuals and guides and business materials such as handouts and visual materials. Offers specific business/employer training programs to help businesses maintain or improve their business skills. Monitors, evaluates and records Rapid Response activities and programs and submits appropriate reports in a timely manner. Attends meetings and seminars to obtain information for use in the implementation of the Business Assistance Plan. Provide aversion counseling to businesses that may be at risk of closure or layoffs in accordance with the Business Assistance Plan.

### MINIMUM QUALIFICATIONS

#### Education and Experience

Bachelor's degree from four-year college or university in job related field or five years related experience and/or training, or equivalent combination of education and experience.

#### Knowledge

Principles and processes for providing customer and personal services. Knowledge of business and management principles involved in strategic planning, resource allocation and coordination of people and resources. This includes customer needs assessment, meeting quality standards for services and evaluation of services.

### Skills and Ability

Read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations. Write reports, business correspondence and procedure manuals. Effectively present information and respond to questions from groups of managers, clients, customers and the general public. Define problems, collect data, establish facts and draw valid conclusions. Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Develop specific goals and plans to prioritize, organize and accomplish assigned work. Use computers to enter data or process information. Ability to work as a team; have a positive attitude and good communication skills. Ability to demonstrate character based performance.

### Physical Ability

Requires sufficient hand/eye coordination and manual dexterity to use keyboard at a basic rate (45 wpm); sufficient visual acuity to recognize words, letters and numbers; speech and hearing ability to carry on conversations in person and over the phone. Ability to reach and pull materials from files and shelves. Ability to lift light objects (less than 20 lbs.) on an intermittent basis. May be required to lift heavy objects (up to 30 lbs.) on an intermittent basis.

### Licenses and Certificates

Valid California Driver's License

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11/07/08