

THE COORDINATING & DEVELOPMENT CORPORATION
Division of Workforce Development

Annual Salary: \$40,000
Department: Division of Workforce Development
Job Type: Open and Competitive
Full/Part-Time: Full-Time
Benefits: Full Benefits
Reg/Temp: Regular

TITLE: Youth Business Service Representative (YBSR)

The Youth Business Service Representative (YBSR) is responsible for outreach and engagement with public and private sector partnership development with internal and external stakeholders. Partners include Workforce Innovation and Opportunity Act (WIOA) mandated partners, employers, the school systems, and Louisiana Workforce Commission. YBSR's primary focus is to initiate, maintain, and develop Partner relationships with the purpose of facilitating opportunities for area youth to transition to unsubsidized employment at a living wage.

GENERAL:

- Operating within Federal, State, and Local Policy and Procedures under the Workforce Innovation and Opportunity Act (WIOA), as determined by the Department of Labor (DOL), the Louisiana Workforce Commission (LWC), and The Coordinating & Development Corporation (CDC).
- Assist in developing a strategic pipeline for area youth to transition from high schools and colleges to a work environment through employer-based training.
- Inform and provide participants with WIOA and LWC services such as preparing resumes, interviewing techniques, job searches, instruction in soft skills, instruction in personal appearance, etc.).
- Initiate, maintain, and develop Partner relationships with the purpose of placing Youth participants into Paid Work Experience.
- To build regional industry training partnerships that prepare youth and unemployed workers for jobs in demand that lead to higher rates of employment.
- To upgrade the skills of workers to meet specific employer skill demands leading to more productive and competitive businesses, job growth, retention, upgrades and wage gains.
- To increase the share of youth engaged in education and employment pathways preparing them for post-secondary education and careers.
- Attend and participate, as needed, in workshops, job fairs, Chamber events, webinars, seminars, and other employment related activities.
- Respect and protect the privacy of participants and companies when gathering, recording, storing and sharing confidential information.
- Reaches out by phone, email and text to Youth partners to insure qualified Youth referrals.
- Conducts presentations to various community organization, businesses, and schools to highlight the Youth program benefit.
- Conduct outreach, identify, and secure employers to participate in *work-based training*.

- Maintain a deep knowledge of the economy and skills needed in the workforce, including high-demand jobs.
- Build and maintain strong relationships with internal and external prospective and existing partners.
- Research and pursue new internal and external alignment opportunities.
- Engage with the communities and employers around youth workforce development.
- Field inbound requests for information, and nurture and develop new relationships with interested schools, community-based organizations, state and local agencies, and employers.
- Coordinate and monitor work experiences contracts for WIOA Youth participants with WIOA staff.
- Must meet weekly, monthly, quarterly and yearly program goals as set by Program Manager and Director.
- When requested, respond timely to monitor report findings.
- Work directly with public school boards, employers, economic development, industry organizations and associations to determine local hiring needs, industry trends and determine how WIOA Youth and business services can benefit the community.
- Assist employers in development of customized training plans based on the participants background to determine the length of each OJT/WEX.
- Contact and assist local industry and employers on the benefits of Registered Apprenticeships. Assist with development of Registered Apprenticeship programs and approval through the Louisiana Workforce Commission. Assist employers with implementation of approved Apprenticeship programs.
- Provide on-going feedback regarding local business needs to CDC staff and Workforce Development Board.
- Develop and maintain relationships with prospective employers and obtain commitments to hire WIOA job seekers and seek employer commitments to provide work-based learning opportunities including Work Experience.
- Provide job task analysis and skill gap analysis, helping employers to define their training needs, including WorkKeys.
- Maintain records and documentation as needed for Youth OJT/Work Experience contracts, and performance outcomes.
- Knowledge of WIOA Youth performance measures and maintain Boards Youth Work Experience performance measures including Business Engagement.
- Follow Demand-Driven Workforce Development System.
- Contribute to other Youth Team projects or other organizational departments when needed.
- Other duties assigned as needed for the efficient operation of the Youth Program.

NECESSARY KNOWLEDGE, SKILLS, and ABILITIES:

- Demonstrated experience in communicating effectively when written and oral form, using positive interpersonal skills.
- Must be very comfortable and have the ability to cold call, network and develop new partnerships.
- Public speaking is required.
- Must be highly organized, detail orientated and work within time restraints and deadlines.
- Must be able to travel within Region 7.
- Must be assertive, friendly, reliable, dependable and willing to work flexible hours to meet objectives and goals.

- Prior experience with high-risk populations is helpful.
- Ability to use good judgment, interview techniques and interpersonal skills.
- The ability to read, comprehend, and implement technical legal documents.
- Maintain a knowledge of principles and processes required for providing career and training services to participants. This includes customer needs assessments.
- Knowledge of local area employers, community services, and the ability to refer participants to them.
- Dependable – Consistent and reliable presence at work.
- Personality – Must demonstrate the ability to connect with people; have the ability to motivate and encourage people with respect and dignity.
- Speaking – Effectively and professionally communicate with other people to convey information.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points made, asking questions as appropriate.
- Service Orientation - Actively looking for ways to help people.
- Writing Communication - Effective in business writing.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Management of Participants - Motivating, developing, and directing people.
- Active Learning – Ability to understand new information.
- Demonstrated knowledge and skills of basic computer competencies such as emailing, calendaring, entry-level data entry and familiarity with Microsoft Office products.
- Must have notable experience in team-oriented environment.
- Knowledge and understanding of the Workforce Innovation and Opportunity Act

REQUIRED TRAINING AND EXPERIENCE:

- Associate degree preferred; however, years of similar work experience will be taken into consideration.

SALARY INFORMATION:

- Salary may be negotiable within the salary band range, based on position requirements and successful candidate's qualifications, subject to appropriate authorization.

To apply for this vacancy, submit your resume to jmoore@cdconline.org, which can be used for this vacancy as well as future job opportunities. Applicants are responsible for checking the status of their application to determine where they are in the recruitment process.

The Coordinating & Development Corporation expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of The Coordinating & Development Corporation's employees to perform their job duties may result in discipline up to and including discharge.