Manager of Business Services

Job Summary:
The Manager of Business Services supervises, instructs and directs the work activities of the Business Relations Specialists. They lead and coordinate a system of delegate agencies to connect job seekers to employment opportunities. The Manager of Business Services will collaborate with local and national businesses state, county, and city economic development offices to develop diverse and innovative projects and programs to meet business workforce needs and also the needs of those seeking employment.

Responsibilities:
- Create, implement and coordinate the business engagement strategy for The Partnerships workforce system.
- Responsible for the coordination, implementation and oversight of Business Services portfolio tools/services provided by the network of delegate agencies to employers such as: recruiting and Screening, On the Job Training (OJT); Customized Training, Incumbent Worker Training and Apprenticeship
- Oversee and coordinate The Partnerships’ Rapid Response services to companies downsizing and laying off workers and/or filing notices through the Worker Adjustment and Retraining Notification (WARN) Act.
- Interact with senior level business executives to identify the needs of the business community and to develop diverse projects and programs pertaining to workforce development.
- Manage special business services grants funded through the Workforce Innovation Opportunity Act and/or other funders.
- Responsible for the management and coordination of all Partnership led hiring events and coordination of hiring events throughout the system.
- Develop and deliver presentations to businesses, stakeholders and board members.
- Serve as primary liaison to regional bureaus of economic development (City or County) as well as local chambers of commerce, World Business Chicago and other business community organizations.
- Analyze outcome data, generate reports and make recommendations for system improvements.
- Ensure successful implementation of placement efforts designed to serve special populations.
- Supervise a team of Business Service Representatives.
- Perform all related duties and responsibilities as assigned.
Required Skills:
- Excellent Presentations skills and ability to speak in front of large groups of people.
- Excellent verbal and written communication skills.
- Excellent sales and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to prioritize tasks and to delegate them when appropriate.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with Microsoft Office Suite or related software.

Education and Experience:
- Graduation from an accredited college or university with a bachelor’s degree in business, marketing, Public Administration, Liberal Arts, or a related field
- Five years of professional experience in administering a workforce program
- Three years of WIOA experience preferred.
- Three years of management experience preferred.
- Strong analytical and problem-solving skills
- Excellent written and verbal communication skills.
- Detail-oriented with strong organizational abilities
- Proficiency in Microsoft Office Suite
- Creative mindset with a passion for branding and consumer behavior

Physical Requirements:
- Frequently required to stand, walk and sit
- Frequently required to utilize hand and finger dexterity using a keyboard
- Frequently required to talk or hear
- Occasionally required to lift/push/carry items up to 25 pounds
- Ability to travel to various delegate agency locations throughout Cook County

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Manager of Business Services</th>
<th>Department:</th>
<th>WIOA Programs</th>
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</thead>
<tbody>
<tr>
<td>Reports to:</td>
<td>Director of WIOA Programs</td>
<td>Effective Date:</td>
<td>September 2023</td>
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