

**Mid-Carolina Regional Council
Business Services Representative
Workforce Development**

Mid-Carolina Regional Council seeks a highly motivated, team-oriented professional to join the Mid-Carolina Team as a Business Services Representative (BSR) in Workforce Development. The Business Services Representative will be working across Mid-Carolina Regional Council's region and will assist in establishing strong and cohesive business relationships. The position reports to the Business Services Engagement Manager.

The BSR will Serve as a contact for businesses to access services and technical support available through the Workforce Development Board (WDB). The BSR works with businesses to identify basic workforce needs; to understand Labor market trends; to access resources to hire, train, and maintain a quality workforce; to address workforce needs of high growth occupational clusters; and to assist businesses in addressing skill gaps in their workforce. The selected applicant will coordinate between employers and NCWORKS Career Center staff, as well as market services offered by the Workforce Development Board to include: providing solutions for economic, business and workforce trends; preparing various forms, reports, correspondence, performance studies, quarterly reports, newsletters, success stories, and needs assessments; initiating projects that will enhance the WDB business services, including recruitment, job fairs, open houses, workshops, etc.; and, representing the WDB through involvement in appropriate business associations and other groups directed by the Business Services Engagement Manager.

With offices in Fayetteville, Mid-Carolina Regional Council is a voluntary coalition of local governments and functions as a multi-county planning, development, and human services organization. The Council reaches across county and municipal borders to provide technical assistance to our local governments and to administer programs that benefit our region's citizens. The Business Services representative will work under the general direction and supervision of the Business Services Engagement Manager.

Competencies include:

- Strong knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Ability to work with diverse customers with unique needs and communication styles.
- Excellent verbal and written communication skills.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.
- Must have working knowledge of federal and state workforce development initiatives, program development, personnel and organizational development, marketing, budgeting and financial management, barriers to employment, reasonable accommodation, employment incentive programs, and federal Equal Opportunity guidelines/requirements.

Desirable Education and Experience:

Bachelor's degree from an accredited college or an equivalent combination of education and related experience. Must possess a valid NC Driver's License.

Qualifications:

- Bachelor's Degree or an equivalent combination of education and experience
- 1-3 years' experience in job creation, job development and/or employer engagement, marketing, or sales of services
- Advanced knowledge of Microsoft Office suite (i.e., Word, Excel, Outlook, PowerPoint)
- Valid Driver's License

Preferred Qualifications:

- Project Management experience or credentials
- Business and/or Economic Development Certification (i.e., NAWDP, EMSI, DOL, etc.)
- Experience preparing and conducting presentations using multiple media outlets

Benefits

- Health insurance
- Paid time off
- Dental insurance
- 401(k)
- Vision insurance
- Flexible schedule
- Tuition reimbursement
- Life insurance
- 401(k) matching
- Retirement plan
- Professional development assistance

Salary - \$37,000.00 - \$43,000.00 per year

Job type - Full-time

Interested professionals should email a cover letter, resume and three professional references to Ray Bolton Mid-Carolina Regional Council, at rbolton@mccog.org. Please note, only electronic application materials emailed to Ray Bolton will be accepted for this position.

Mid-Carolina Regional Council is proud to be an Equal Opportunity Employer. The Council does not discriminate on the basis of race, religion, color, sex, gender, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

Please email Ray Bolton at rbolton@mccog.org with questions or for additional information.