

POSITION DESCRIPTION

Approved By: Executive Director

Job Title:	Business Services Coordinator
Team:	Adult and Dislocated Worker Workforce Programs and Services
Reports To:	Director of Adult and Dislocated Worker Workforce Programs and Services
FLSA:	Hourly, Non-Exempt
Recent Review Date:	08.15.2025
Future Review Date:	08.15.2027
Hiring Range Based on Education and Experience:	\$30.29/hour - \$33.17/hour (\$55,128 - \$60,369 annualized)

AGENCY SUMMARY:

CNY Works is a not for profit (501(c)(3)) corporation and serves as the Onondaga County Workforce Development Board (OCWDB). CNY Works has been designated by local government (City of Syracuse and Onondaga County) to administer the workforce development funds targeted for the Central New York area. CNY Works functions as the apolitical convener of business, economic development, and community agendas to define workforce system goals, garner resources, and support growth and development of the local and regional economy. On an operational level, CNY Works provides services to help develop, attract, and retain workforce talent in the Central New York region by providing skill development, training, education services, information, and career resources for job seekers and businesses.

CAREER CENTER SUMMARY:

The CNY Works Career Center is the heart of the One-Stop Delivery System in Onondaga County and provides comprehensive career services to job seekers, specifically youth, adult and dislocated worker populations. The Career Center delivers high-quality career services, education and training, and comprehensive supportive services to the local community which are tailored to meet the needs of the local and regional economies. Services include individual and team case management, Resource Center access and support, workshops and other partner and community-based services aimed at developing job seekers' skills for employment success.

POSITION OVERVIEW:

The purpose of WIOA is to align employment, education, and training programs to strengthen the Central New York region labor market. The Business Services Coordinator will support CNY Works in a professional and welcoming way by providing employers with the same level of service and customer-oriented focus that is given to individual program participants/CNY Works customers. They will have an in-depth understanding of the programs offered to employers through WIOA to train, promote, and retain skilled employees across the Central New York region including but not limited to Apprenticeship assistance, On-the-Job Training, Incumbent Worker Training, and Rapid Response. These programs are provided to employers to strengthen their labor force. The Business Services Coordinator will connect job seekers and employers by facilitating relationships and performing ongoing outreach activities and processing all required

paperwork in support of training programs. They will also have a complete understanding of Metrix Learning and promote and support this training tool with local employers and CNY Works customers. The Business Services Coordinator is the Career Center's one-stop position for all employers employment and training needs.

ESSENTIAL FUNCTIONS:

- Business outreach in the Central New York region including marketing of CNY Works services
- Conduct meetings on-site and remote with employers, actively listening to their needs, and confidently explaining the requirements and benefits of each training grant
- Maintain a presence at all local job fairs to strengthen connections with local employers
- Clearly explain to employers how each WIOA program can meet their specific needs in addition to providing information on how benefits can work in concert with each other. Programs including apprenticeship, on-the-job training (OJT), and incumbent worker training (IWT)
- Meet with workforce advisors to identify best-qualified candidates to refer to local employers
- Connect with employers to help identify, attract, and select best-qualified candidates from career center customers to fill open positions. Customers such as Veterans, youth, workers with disabilities, older workers, and justice-involved workers
- Collaborate with the Disability Resource Coordinator (DRC) to identify businesses that are already employing individuals with disabilities as potential job placement partners
- Organize and oversee customized hiring events to connect applicants with specific skill sets to employers with a need for those skill sets
- Work with employers interested in starting an apprenticeship program, or those already authorized as a Registered Apprenticeship Program by the US Department of Labor
- Work with employers to complete all necessary paperwork to hire individuals without prior experience through the OJT grant. Conduct follow up for retention at the second and fourth quarter mark following successful completion of the program
- Work with employers to complete all necessary paperwork to upgrade the skills of existing full-time employees through the IWT grant
- Actively participate as a member of the NYSDOL Rapid Response team representing CNY Works at meetings with businesses who are conducting mass layoffs or closing to discuss transition services for employees
- Promote and support self-directed learning through Metrix. Empower individuals by offering comprehensive online learning resources to enable them to upskill to meet the demands of local employers. Assume administrative responsibility for the overall operation of Metrix Learning.
- Post open employer positions on the CNY Works website at least once per week and share vacant positions with all staff
- Other duties and special projects as assigned

ACCOUNTABILITIES:

Meet position essential functions for quality and productivity. Adhere to agency policies and procedures. Professionally and effectively work with Central New York Region employers. Obtain and maintain a strong knowledge of training programs offered to local employers through CNY Works and WIOA to hire, train, and retain qualified employees. Work with the CNY Works leadership team and Board of Directors.

QUALIFICATION STANDARDS:

Bachelor's degree in Human Services, Business Administration, Education, Marketing and Sales or closely related field. Five years of experience in employment, education, or other social service programs or any combination of experience and training which enables the performance

of the essential job functions. Demonstrated basic working knowledge of Federal, State, and Local Employment and Training Laws, rules, regulations or workforce development, community-based organization and related services experience is highly desirable.

Attention to detail and impeccable organizational skills are critical attributes, including a high level of written and oral communication skills.

- Strong organization, communication and interpersonal skills.
- Excellent oral, written and presentation skills.
- Excellent time management skills.
- Ability to communicate clearly, effectively and timely with Local Area Businesses and CNY Works staff and leadership team.
- Ability to multi-task and manage competing priorities, including completing detailed tasks with a high level of accuracy.
- Ability to work with diverse populations internally and externally on behalf of CNY Works.
- Ability to work without supervision and to make appropriate decisions.
- Ability to receive and accurately convey detailed instructions to other workers, customers, and vendors.
- Ability to research, analyze and accurately present detailed information.
- Ability and desire to understand the overall functions of the organization and apply this understanding to work performed.
- Proficient use of MS Office software.
- Knowledge of New York State (NYS) One Stop System Operator (OSOS) System for data entry, validation and tracking is a plus.
- Ability to work flexible hours to fulfill expectations of the position.
- Ability to sit at a desk 6 – 8 hours per day
- Must have own transportation and valid driver's license

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position

Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship