



River Valley Resources, Inc.  
*Meeting needs, finding solutions, changing lives!*

JOB TITLE Business Services Consultant  
REPORTS TO Business Services Manager  
JOB CATEGORY Hourly Full Time

### **Job Summary**

The Business Services Consultant will foster employer engagement around workforce development strategies and initiatives within the region and across the state. It is the intent to provide high quality engagement and business services to employers that meet their need to identify and obtain or create a skilled workforce. Local area consultants provide services to assist Hoosier businesses in attracting and retaining top talent in our state. Indiana's no cost, NextLevel business services include, but are not limited to, the following:

### **Goals of the Position**

- Improve local connectivity through direct business engagement
- Develop and deliver strategic outreach to support effective outcomes for all Rapid Response activities.
- Provide regional comprehensive, demand-driven, data analytics.
- Provide customizable statewide awareness and connectivity campaigns including social media, webinars, virtual job fairs, and website outreach.
- Promote job openings nationally via the National Labor Exchange and our statewide job board.
- Deliver the NextLevel Jobs: Employer Training Grant (ETG) upskilling initiative

### **Responsibilities**

- Provide leadership, guidance, and training to other WIOA Business Services staff and Local Veteran Employer Representatives to ensure continuity and consistency of services to employers locally, and across the State.
- Deliver employer engagement in key economic sectors (Advanced Manufacturing, Agriculture, Building and Construction Trades, Health Sciences, IT/ Business Services, and Transportation and Logistics) through professional and efficient service delivery that transforms business transactions into meaningful business partnerships. Evaluate the workforce development and hiring/recruitment needs of businesses and develop solutions-based strategies to meet those needs, by improving alignment of the current and future talent supply and informing education and training programs to support the market need.
- Under the supervision of the Business Services Manager, develop and deliver strategic outreach to support effective service outcomes for all Rapid Response activities.
- Market and sales of Business Services and Work-Based Learning (WBL); Business Resource Guide (BRG); On-the-Job Training (OJT); Specialized Recruitment and Placement, Screening Services, etc. to businesses in the region and throughout the state.
- Assist Indiana's workforce system in preparing and promoting the hiring of talent in your local area.
- Maintain regional WIOA Business Services performance in accordance with CFR 678.435.

- Deliver and track business services in the database.
- Collect business intelligence from employers and develop sustainable working relationships with major contributors to the regional economy. Maintain complete and accurate business accounts for engaged businesses that include an up to date and accurate account of ongoing activities and engagement. Business Consultants will use business profiles and intelligence to advise the Board/team on employer demand for strategic planning purposes.
- Conduct business outreach analysis by profiling area companies and aggregating data to better understand the market demand for talent strategies and uncover new opportunities for Work-Based Learning alignment.
- Participate in area hiring events, career fairs, and other opportunities for both employers and talent to exchange information about current and future job market demand.
- Identify opportunities for advanced layoff aversion activities as appropriate to align and deploy resources, as necessary. When designated by the Business Services Manager serve as the point of contact for companies in the event of closure or layoffs and coordinate Rapid Response efforts as needed.
- Deliver presentations to business and trade organizations regarding workforce related topics, services, and talent strategies.
- Develop partnerships with economic development, training and educational institutions, and industry professionals on business retention, expansion, and attraction activities to develop comprehensive workforce solutions as needed.
- Attend and participate in statewide Business Consultant meetings and training events.
- Collaborate, at a minimum monthly, with assigned DWD team on employer engagement activities, strategic initiatives, and business attraction and expansion efforts.
- Develop and maintain a working relationship with Migrant Seasonal Farm Worker (MSFW) team.
- Communicate, facilitate, and coordinate services with state, regional, and local workforce partner agencies and organizations.

### **Employment Standards**

**Education/Experience:** Associate degree or related experience

**Language Skills:** Ability to read, analyze and interpret general business periodicals, technical procedures or government regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, participants and the public.

**Reasoning Ability:** Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret and extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

### **Skillset:**

- Strong communication and interpersonal skills.
- Ability to build and maintain relationships with diverse stakeholders.
- Experience in workforce development or related fields.
- Knowledge of relevant regulations and guidelines.
- Strong analytical and problem-solving skills.
- Ability to work independently and as part of a team.
- Proficiency in Microsoft Office Suite and other relevant software.