



## Business Consultant

**Job Title:** Business Consultant – Business Solutions Team

**Reports to:** Business Solutions Supervisor, Workforce Solutions Manager, and RCEDC Executive Director

**Direct reports:** Business Solutions Team

**Summary:** Serving as a member of the Business Solutions team at Racine County Workforce Solutions (WS), the Business Consultant builds relationships with and meets workforce needs of Racine County businesses; develops and provides dynamic services to our business customers; and collaborates within and across WS teams to provide a work-ready labor force for our business community.

### CORE VALUES OF ALL RACINE COUNTY WORKFORCE SOLUTIONS STAFF

**Mission Driven:** Provide dynamic services that produce work-ready employees for business and community growth

**Customer Focused:** Go above and beyond to meet workforce needs of business community

**Collaborative:** Work across Workforce Solutions and partnering organizational staff to provide high-impact services and work-readiness customers to businesses

### ESSENTIAL DUTIES AND RESPONSIBILITIES

#### I. Business Relationships

- Build and maintain relationships by engaging businesses via phone, email, and in-person meetings
- Assess needs of and offer services and resources to business customers, following up to ensure customer satisfaction
- Strategically market and connect businesses to various Workforce Solutions and partner opportunities, including but not limited to: work-readiness instruction, Boot Camp participation and graduates, Workforce Innovation and Opportunity Act (WIOA) customers, and Wisconsin Fast Forward matching training funds
- Document business engagement in Customer Relationship Management (CRM) system, Job Center of Wisconsin Business, to maintain business-contact information and relationship history
- Refer businesses to partner organizations, including Racine County Economic Development Corporation (RCEDC), Racine Area Manufacturers and Commerce (RAMAC), Gateway Technical College, UW-Parkside, and more.
- Assist in set-up, coordination, and implementation of a variety of Workforce Solutions and Business Solutions team functions and events such as recruitments, employer workshops, job fairs, open houses, team meetings, etc.
- Outreach to re-engage dormant accounts to rebuild relationships

#### II. Business Development/Marketing

- Participate in programs and projects that produce dynamic business services, including but not limited to: industry/occupational partnerships, demand-driven events, regional collaboration, etc.

- Represent WS through involvement in appropriate business associations and other groups that can directly or indirectly promote Business Solutions
- Promote WS by actively pursuing public speaking engagements to business- and community-based organizations
- Guide and contribute to WS communication tools (e-newsletters, announcements, press releases, and marketing materials) on a frequent basis

### **III. On-the-Job Training (OJT) Program**

- Willingness to be trained in and implement the On-the-Job Training (OJT) program
- Coordinate written contracts with trainee(s) and employer
- Train team members on how best to identify and engage potential candidates and employers about the program

### **OTHER RELATED DUTIES**

- Participate in project assignments as directed by WS management
- Attend RCEDC board and staff meetings as required
- Engage in meetings/events with partner agencies as relevant to relationship building and business referrals and access

### **COMPETENCIES**

- Mission driven and innovative
- Servant leader and team player
- Excellent relationship builder
- Project management skills
- Enjoy fast-paced environment
- Knowledge of business and Greater Racine community, and state and local business resources
- Fluent in Microsoft Office Suite
- Strong verbal and written communication

### **EDUCATION/CERTIFICATION**

- Bachelor's Degree in related field
- Valid driver's license with reliable transportation and verification of appropriate, current insurance coverage

If you are interested in this opportunity, submit your cover letter, compensation requirements and resume by Monday, November 20, 2017 to:

Lynn Beauchesne  
 Administrative Assistant  
[LBeauchesne@RCEDC.org](mailto:LBeauchesne@RCEDC.org)