



BUSINESS AND EMPLOYMENT SPECIALIST 2

6699

GENERAL DESCRIPTION OF CLASS

The BUSINESS AND EMPLOYMENT SPECIALIST 2 independently helps applicants find work, takes information for employers' job openings, matches job seekers' to openings and refers job seekers to employers, workshops and training. Employees' process unemployment-insurance claims by reviewing applications and obtaining missing information to assist claimants in filing for benefits, and decide claimant eligibility for benefits. They also give presentations to job seekers, market services to employers and negotiate contracts for job training. Duties assigned to the Business and Employment Specialist 2 can be in a specific program or in a variety of programs. Employees coach and train the Business and Employment Specialist 1.

DISTINGUISHING FEATURES

This is the second and journey level of a two-level series. Employees in this classification work independently in the field. They attend meetings and visit work sites of local officials, federal agencies, businesses, and client advocacy groups.

The knowledge and expertise required for completing job tasks, and the lack of close supervision distinguishes this class from the Business and Employment Specialist 1. The responsibility for marketing services to employers, negotiating contracts for job training and interface with the business community further distinguishes this job from the lower level.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may do all or some combination of the duties as well as other related duties.

1. Customer Relations

Interview employers to obtain detailed information about the employer's recruitment needs. Explain criteria, requirements, and philosophy of various programs to individuals or groups of business owners, job seekers, or claimants. Identify barriers to successful job search and possible solutions to remove the barriers. Determine transferable skills, interests, and employment goals. Orient, coach, or train job seekers in job search activities and processes. Input, retrieve, and analyze information from various database programs. Write job orders following appropriate laws, rules, and regulations. Contact and interview claimants for clarifying or missing information. Contact employers to develop job opportunities for customers. Review the application for occupational information and assign occupational codes. Interview and collect detailed information from job seeker about previous jobs. Refer customers to job finding workshops, special services, or resources within the Agency or community.

2. Program Eligibility

Explain eligibility rules and decide customer's eligibility for programs. Explain general eligibility requirements for other workforce programs. Inform applicant of decision and explain appeal rights and procedures. Answer technical questions about unemployment claims, wage record discrepancies, claims procedures, types of claims. Review computer records and advise claimant

about payment status. Inform claimants of their rights and responsibilities from claim initiation through the appeal process. Analyze and present claim filing options for multiple and complex state or federal unemployment-insurance programs. Identify potential eligibility problems or issues and refer to the adjudication unit. Contact and interview customers and take fact-finding statements to expedite any adjudication process. Evaluate applicant's qualification to decide eligibility for special job programs.

3. Marketing and Customer Activities

Market to and educate the business community about the agency's services and one-stop centers. Attend and represent the agency at various planning or employer meetings. Make presentations to job seekers, applicants, community and business groups, and partner agencies. Recruit, refer, and match specific client group members to jobs or community supportive service providers for which they qualify. Develop a strategy and visit field locations to exchange information or do outreach activities. Coordinate outreach activities and service delivery with other community partners. Contact employers to develop jobs for specific population groups. Develop employment contracts with employers for placement of claimants. Negotiate and write contracts with job seekers for training, job search, or relocation allowances. Monitor and report adequacy of priority referrals or a recipient's progress. Facilitate or directly provide vocational guidance. Facilitate opportunities for on-the-job or apprenticeship training.

RELATIONSHIPS WITH OTHERS

Employees in this class are often the first contact with most of the customers. Employees provide information, answer questions, screen for qualified employment referrals, or take information for job orders. They refer customers to the most appropriate agency or community service or provide clarification or guidance to Business and Employment Specialist 1s about a particular program, job order, or customer. They have daily contact in person, telephone, mail, or electronic mail with claimants, job seekers, employers, central office staff, and staff members in other field offices or community partners' offices.

SUPERVISION RECEIVED

The Business and Employment Specialist 2 works under general supervision or direction from a lead worker, supervisor, or manager. The employees work independently with periodic review of work for quality and compliance with current laws, rules, policies, or procedures. The leadworker, supervisor, or manager gives advice and direction on work methods and priorities. Employees in this class use agency policies, State and Federal laws and guidelines to answer questions and solve problems. Since many problems are unusual, the available guidelines must be adapted to the circumstances for each situation.

KNOWLEDGE AND SKILLS (KS)**General knowledge of:**

Job information, resource guides, and job-training programs.
Community or other agencies' resources and services.
Confidentiality rules and procedures typical to the work.
Employment laws, wage information, and recruiting processes.
Techniques and methods of dealing with angry or upset people.
Interviewing techniques to establish rapport and gather information.

Basic knowledge of:

Labor market dynamics.
Marketing techniques.
Sources of labor market information.
Computer principles such as typical office software, and computer keyboard.
Principles and practices of vocational guidance.

Skill to:

Use office procedures and practices.
Use a variety of office equipment such as a desktop computer, copier, fax machine.
Use a computer to input, review, and retrieve information and to produce basic documents.
Establish rapport and interview customers to gather information.
Prepare clear and concise written reports with correct grammar and spelling.
Verbally present ideas in a direct, understandable manner.
Use persuasive sales techniques.
Explain technical information and give advice on procedures and programs.
Use basic mathematics such as addition, subtraction, multiplication, and division.
Comprehend, analyze, and apply program and business rules, regulations, policies, and procedures.
Make decisions and resolve problems at a level typical to the job.
Put work in priority order to accomplish both ongoing and emergent assignments.
Maintain composure and objectivity with customers who may be hostile or verbally abusive.
Relate to and communicate effectively with different cultures and backgrounds.

Some positions may require:

Certification as a veteran in accordance with Title 38 of the US Code.
Use of a designated language.
Being a member of a targeted-client group.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

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STATE OF OREGON
Dept. of Administrative Services
Human Resource Services Division