
**Community Career Development, Inc.
Department of Human Resources
Job Description**

Job Title: INVEST Business Services Representative (BSR)
Department: Business Services/Program
Reports To: Program Manager
FLSA Status: Non-Exempt
Approved By: Human Resources

JOB DESCRIPTION

Reporting directly to the Programs Manager, the INVEST BSR is required to develop relationships with individuals on formal probation who are ready for job training and employment. This position involves career counseling, resume and interview preparation, financial coaching, and mentoring that is facilitated through workshop coordination. The position also involves developing, maintaining, and expanding a network of contacts with re-entry focused employers.

The INVEST BSR will work directly with field coordinated Department of Probation Officers (DPOs) and other partners, programs, and services to meet outcomes set by the Los Angeles County Department of Workforce Development, Aging and Community Services (County). Additionally, this position involves coordinating with partners in the development and implementation of marketing/outreach strategies, workshop coordination, business expos, job fairs, and other activities that will support the development of participant growth and career advancement. The INVEST BSR must be a strong team player with a dedicated work ethic and will confer with management and staff to outline customer needs. The INVEST BSR will be required to interview applicants to obtain work history, education, training, job skills, and salary expectations.

DUTIES AND RESPONSIBILITIES

- Must have strong knowledge of Workforce Innovation Opportunity Act (WIOA) and INVEST guidelines/requirements as they pertain to participant eligibility and program operations.
- Work cohesively with INVEST Case Manager and DPOs to conduct assessment of participant's employment needs, job readiness, employment and educational background, interests and aptitudes and skill gaps to create an Individualized Employment Plan (IEP).
- Develop a network of business contacts and linkages that support re-entry job seekers along with business enterprises and economic development offices to develop job leads in high growth occupations.
- Maintain adequate case notes and document imaging according to the requirements set forth by the County.
- Generate and maintain, Transitional Subsidized Employment (TSE), On-the-Job-Training (OJT) and employment placement opportunities for qualified participants

relative to their educational training and/or previous work experience. Follow up required.

- Meet with participants bi-weekly to review and update case notes and IEP.
- Attend all required INVEST meetings and orientations at assigned probation offices and other designated locations.
- Co-enroll participants into other programs to achieve participant goals and program outcomes.
- Develop job opportunities for clients and act as a liaison between the employer and participant.
- Conduct employer outreach and visits to start TSE, OJT, and/or placement activities.
- Conduct follow-up evaluations for placement, both with the client and the employer.
- Maintain timely documentation and reports according to program guidelines.
- Provide referrals to community partner/agencies/resources as necessary.
- Follow labor market trends to identify industries or occupations with growth in openings and employment potential.
- Other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. CCD is an equal opportunity employer. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree in a relevant field and/or 2 years of successful experience in a re-entry or social services environment; non-profit experience preferred.
- Must be detail oriented and can write clear, concise, professional case notes (excellent communication and organizational skills).
- Must be able to read and write effectively to follow and understand procedures and communicate necessary information (excellent organizational skills).
- Must be flexible, reliable, dependable and able to work in team-oriented environment.
- Ability to use good judgment, interview techniques and interpersonal skills.
- Strong working knowledge of computers and software programs.
- Excellent communication skills are required, both verbal and written.

WORKING CONDITIONS:

Performing duties may require spending the majority of the day standing, sitting, walking up and down stairs and/or driving back and forth to off-site locations. Reliable transportation and a valid driver's license and insurance are a must. This position also requires that you be able to work well under stress and meet deadlines.

ADAPTABILITY/FLEXIBILITY

Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems. Recovers quickly from setbacks and finds alternative ways to

reach goals or targets. Copes well and helps others deal with the ongoing demands of change; sees and shows others the benefits of change.

COMPETENCIES

Individuals must exhibit a polished and professional demeanor at all times. Show interest in, anticipate, and respond timely to customer needs. Go beyond basic service expectations. Seeks ways to improve service delivery. Recognizes adverse customer reactions and develops better alternatives.

CCD serves a diverse population. Individuals must be comfortable and adept working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.

All position assignments are subject to performance evaluation, funding source availability, and agency needs.

HOW TO APPLY

Send a cover letter and resume to apply@communitycareer.org for consideration with "INVEST BSR" in the subject field. Recruitment for this position will end upon receipt of a sufficient number of resumes or until position is filled. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. No phone calls please.