

Rapid Response / Business Relations Coordinator

Job Description

Workforce Opportunity Council, Inc.

The Workforce Opportunity Council, Inc. is a non-profit organization charged by its oversight body, the New Hampshire Workforce Opportunity Council, with evaluating, planning and setting policy direction for NH's workforce development system. The Council is committed to fostering a highly skilled and flexible workforce that ensures a competitive advantage for NH businesses and creates opportunities for the underemployed to get on career paths that lead to self-sufficiency.

Position Summary

This position is designed to provide for the delivery of two primary functions within the workforce development system:

- The ongoing development, coordination and implementation of statewide rapid response services with both the business and workforce community, on both the state and local level, including the development of rapid response session presentation information, written materials, website information and/or other tools designed to inform dislocated workers and others of program services and benefits.
- The general oversight and coordination of business services within the NH Works infrastructure consistent with the direction set forth by the NH Works Consortium and the guidance established by the Governor's Jobs Cabinet.

This position requires a high level of interpersonal skills, strong communication, negotiation and group facilitation skills and a keen understanding of the workings of interagency relationships in a workforce development environment.

Work Examples

(This list is not all inclusive)

1. Maintains positive working relationships with state and local NH Works partner agency staff, business organizations and workforce board/committee members.
2. Carries out all assigned Rapid Response activities, including the facilitation of local rapid response committees.
3. Effectively presents information to the public (business groups, dislocated workers, other agencies, local government) on rapid response process and services.
4. Serves as a point of expertise on workforce programs and services for employers seeking assistance through the WARN/Rapid Response dislocation program.
5. Provides or facilitate training to NH Works Center personnel on issues and programs related to Rapid Response services.

6. Develops and maintains Rapid Response activity reports
7. Maintains the Rapid Response Memorandum of Understanding among NH Works partner agencies.
8. Represents the Council as requested to the public, media or as otherwise needed.
9. Maintains a direct and ongoing relationship with the Department of Economic Development, Division of Business Services to ensure that all activities are carried out hand-in-hand with economic development staff.
10. Implements and/or coordinates job fairs as appropriate
11. Convenes and facilitates an interagency team of business contact staff to ensure the coordination of business services within the NH Works system of partner agencies.
12. Services on committees, boards or other teams as assigned by the Council.
13. Carries out administrative tasks as assigned.
14. Coordinates with partners to facilitate project strategies and to access resources, as needed.
15. Attend workforce related meetings and conferences as assigned.
16. Networks and actively partners with local, regional and state level workforce and economic development officials in support of Rapid Response and layoff aversion strategies.
17. Actively seeks out information on upcoming layoffs and conducts timely follow up on leads to ensure timely deliver of rapid response services.
18. Conducts business outreach activities as appropriate and/or assigned by the Council.
19. Works with the Council's Executive Director, Community Relations to ensure that all activities are coordinated with the Governors office as appropriate.

Essential Functions

- 1) Working with others to complete projects and reports.
- 2) Functioning as an effective team member.
- 3) Applying a positive customer service attitude in all aspects of work.
- 4) Producing work that requires accuracy with few errors.
- 5) Applying personal ethics, honesty, initiative, flexibility, and responsibility in the performance of work assignments.
- 6) Maintaining regular attendance as required for producing a normal, timely flow of work.
- 7) Multi-tasking, ability to change from one task to another of a different nature without loss of efficiency or composure.

Qualification Requirements

Experience: Five years professional experience in organizations which include a combination from the following: public administration, community or industrial development, workforce development and public outreach, plus three years of supervisory experience in any occupational area.

The three years will count as part of the five years total experience.

Bachelor's degree from a recognized college or university with major study in business administration, industrial community development, business management, marketing or economics or resource development preferred.

Position reports to Executive Director, Operations or designee.

The position will be based in the Workforce Opportunity Council office, and may require sitting for long periods at a desk and potentially extensive computer work. Minimal lifting required. Significant in-state travel required; must have own reliable transportation. Occasional out-of-state and over-night travel required. Standard work-week is 37.5 hours per week with extra hours required when necessary.