



POST DATE 12/12/18 – 1/4/19

**JOB OPENING**

Area Community Services Employment & Training Council (ACSET)

**BUSINESS SOLUTIONS REPRESENTATIVE**

**Kent County**

Applications with resumes and cover letters will be accepted through Friday, January 4, 2019, for the position of Business Solutions Representative. This full-time position is in compensation Pay Range G that pays from \$39,158 to \$54,852 annually, plus fringe benefits. Starting salary is commensurate with qualifications and experience.

Candidates for this position **MUST COMPLETE AN APPLICATION.**

Applications are available online at: <http://www.westmiworks.org/join-the-wmw-team/>

Or you may obtain an application at the ACSET Main Office:  
Area Community Services Employment and Training Council (ACSET)

Human Resource Department

1550 Leonard NE

Grand Rapids, MI 49505

**Applications with resumes, cover letters and EEO forms should be submitted to:**

Laura Krist

recruiting@westmiworks.org

1550 Leonard NE

Grand Rapids, MI 49505

**Application packets must be received no later than  
5:00pm on Friday, January 4, 2019.**

**ACSET OVERVIEW:** ACSET is the administrative and fiscal agent for the Michigan Works! Agency of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa Counties. West Michigan Works! mission is to lead workforce development strategy and resource alignment in West Michigan by understanding the talent needs of employers and employment needs of job seekers and connecting them to solutions.

**JOB SUMMARY:**

The Business Solutions Representative serves as the primary liaison between the agency and employers providing a portfolio of human resource related services, including worker recruitment. The representative works closely with economic development and educational entities in the community to coordinate services, provide information and act as liaison between employers and Michigan Works! Service Centers. Responsibilities are carried out according to established procedures with latitude for initiative and independent judgment.

*West Michigan Works! is a division of ACSET, an equal opportunity employer/program, and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. TTY 711 supported.*

**DUTIES & RESPONSIBILITIES:**

1. Plan, organize and effectively present product portfolio of Michigan Works! System services to employers, job seekers and the community.
2. Market training programs to employers and coordinate requests for training.
3. Provide technical assistance and support to employers using State of Michigan online data bank, including registration and worker recruitment.
4. Maintain knowledge of current jobseeker marketplace and provide employers with labor market information.
5. Review and analyze employer input to make resource recommendations, and provide coordinated community collaborations that support business needs.
6. Represent and promote the Michigan Works! system through participation in career fairs, exhibits, tours, community projects, and job fairs at public, social and business events.
7. Review and analyze proposals submitted to ACSET and make associated recommendations.
8. Prepare routine and special reports as needed.
9. Responsible for Workforce Development program outcomes in collaboration with staff.
10. Establish and maintain professional and effective working relationships with local and regional business communities, keeping customer satisfaction as a guiding factor.
11. Attend professional development activities, trainings, and seminars.
12. Sit on external boards and committees and participate in activities with business related service organizations.
13. Actively participate in continuous quality improvement processes.
14. Perform other duties as assigned.

**JOB QUALIFICATIONS:**

1. The job requires knowledge normally acquired through a Bachelor's Degree in Business Management, Social Services, Public Administration, or related field.
2. Two to four years of leadership experience in business or workforce administration or an equivalent combination of training and experience.
3. Computer skills necessary to effectively utilize word processing, database, and spreadsheet

software applications.

4. Written skills necessary to prepare routine and special reports and required documentation.
5. Ability to apply analytical skills in identifying operational problems and potential solutions.
6. Interpersonal skills necessary to effectively communicate in both oral and written form with prior experience in public speaking.
7. Communication and organizational skills that contribute to a quality work environment and the ability to work as a team.
8. Planning and time management skills with the ability to adapt to changing priorities.
9. Considerable ability to establish and maintain effective working relationships with supervisors, fellow employees, state and local agencies, and the general public.
10. Knowledge of Human Resource related functions and the ability to assist employers to solve their business needs.
11. Mental ability to handle pressures related to meeting deadlines and to frequently work on projects requiring concentration.
12. Knowledge of relevant human service programs and policies, resources and procedures.
13. Physical ability to sit in one position for extended periods of time.

**WORKING CONDITIONS:**

1. Normal office environment with little discomfort due to noise, dirt, dust and the like.
2. Local or statewide travel may occasionally be required.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.