



Job Title: Senior Director of Business Engagement
Date: 2/1/22
Type of Posting: Internal (3 days) and External
Salary Range: \$80,000-84,000 **Salary Group:** B-25
WIT JPID: 15080182 **FLSA Status:** Exempt

Apply online at www.workintexas.com (Job posting: 15080182), then email your résumé & cover letter to HR@wfscapitalarea.com.

ORGANIZATION AND PURPOSE

Workforce Solutions Capital Area is a non-profit organization that connects people to jobs. We are a recognized leader in workforce development. Our reputation is built upon collaboration, accountability, and innovation.

This mission of Workforce Solutions Capital Area is to lead the region's workforce development system in support of a world-class workforce. We believe that training and education aligned to the needs of local employers are the foundation of a competitive workforce. We utilize a strategic approach to workforce development, based on analytics, to ensure that programs and services meet the needs of job seekers and employers.

GENERAL DESCRIPTION

Purpose of the role is to demonstrate that Workforce Solutions is a trusted source and trusted advisor to meet businesses' needs for near- and long-term talent. Serves in senior manager role leading the work related to coordination of Workforce Solutions' available services to employers, providing direction and guidance in business engagement-focused operations and planning.

Work involves establishing plans, goals, and objectives, establishing priorities, standards, and measurements for determining progress in meeting goals. Works with cross-functional teams to drive the success of our customers and system.

Plans, assigns, and supervises the work of others, specifically the directors of industry sector partnerships. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Reports to and advises the Chief Operations Officer.

EXAMPLES OF WORK PERFORMED

- Leads the design and oversees the execution of employer services to create an easily accessible system for employers. Builds relationships with area employers to increase understanding of their workforce needs and promote awareness and use of Workforce Solutions' business resources.
- Develop and grow a book of business for key employer accounts.
- Lead the business engagement strategies and industry sector partnership work for WFS Board of Directors under the agency's strategic plan (Hire Local Plan).
- Create employer service level designation; organizes and aligns operational support in line with service levels.
- Drive business-led strategic alignment to ensure strong job and training candidates who are diverse and from regional communities.
- Organizes services to employers according to targeted and emerging industry sectors.

- Report hiring and workforce development trends by key industry sectors.
- Organize WFS' Target Occupation List by current and target employer accounts
- Review research-based best practices and reports for business engagement; present research findings in management and team meetings.
- Coordinates with the Chief Operations Officer and Senior Director of Customer Engagement to ensure that workforce services and activities align with and support employer/industry needs.
- Supports initiatives with area economic development to measure, align, and improve talent pipelines.
- Serves as the board's liaison with employers, industry groups/associations, chambers of commerce, and economic development organizations in the region. Serves as the primary point of contact with Texas Workforce Commission for employer-related matters.
- Ensures that each industry sector partnership has a measurable work plan that aligns with industry needs. May provide the direct staff support for the industry sector partnerships.
- Participates in and supports the business recruitment and retention activities of area chambers of commerce and economic development organizations.
- Manage consultants, related work subcontracts (including Austin Regional Manufacturing Association, Grant Associates, etc.).
- Oversee and ensure compliance with business-focused special projects.
- Serves as staff support for board committees on employer services.
- Develops, reviews, and approves budgets, including financial reports and studies.
- Represents the agency at business meetings, hearings, trials, legislative sessions, conferences, and seminars or on boards, panels, and committees.
- Coordinates with employers and the community college in the development of Skills Development Fund grants and other related TWC-funded grants/contracts.
- Coordinates board-level employer services activities with the contractor's business services unit.
- Tracks, monitors, evaluates, and reports on the activities and performance of the contractor's business services unit. Identifies areas for improvement and makes recommendations for solutions.
- Reviews guidelines, procedures, rules, and regulations; and monitors compliance.
- Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Experience in building successful, productive employer-based initiatives, including analyzing talent needs and talent development strategies. Minimum three (3) years of experience working to support business-based talent development. Graduation from an accredited four-year college or university with major coursework in a field relevant to the assignment is generally preferred. Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

- Skill in establishing plans and setting objectives and goals that support an overall business engagement strategy
- Ability to synthesize, analyze and draw conclusions from labor market and job seeker data
- Ability to select, develop, and motivate effective teams.
- May have experience working with or at a staffing agency

Software Tools/Sites

- HubSpot

- Work In Texas
- Indeed
- Microsoft Teams

Registration, Certification, or Licensure

- Must possess a valid driver's license and have access to reliable transportation. Local travel required; in-state and out-of-state travel optional and project-based.
- Must be legally eligible for employment in the United States.
- Subject to a background check (verification of education, employment, references, and criminal background).