

## **JOB DESCRIPTION**

### **Business Services Analyst**

Under the direction of the Executive Director/Deputy Director, performs business services activities and quality assurance reviews to ensure the legal, fiscal, administrative, and programmatic compliance of Workforce Board funded programs and services. Work involves developing labor market reports, capturing workforce analytics, managing the Board's social media sites, and conducting quality assurance reviews. Providing consultation and technical services to staff, other governmental agencies, community organizations, and employers are key functions of the position.

#### **ESSENTIAL FUNCTIONS:**

- Analyze, compile, and process labor market information.
- Develop high-level labor market information reports, charts, and graphs.
- Responsible for managing the Advanced Manufacturing Program tours, application process and monitoring of enrollments, student progress and attendance.
- Keep social media accounts current by generating, editing, publishing, and sharing daily content to push out Board information to the general public, employers, and other community agencies/members.
- Moderate social media accounts to ensure appropriate content
- Continuously improve social media accounts by capturing and analyzing social media data.
- Assist with quality assurance reviews of activities and programs to ensure compliance with program goals, quality benchmarks, timelines, performance requirements, federal and state policies and regulations, and policies and procedures.
- Assist with running reports and developing tools and analytics to identify risk and evaluate program, performance, and marketing effectiveness.
- Provide comprehensive follow-up to ensure compliance with corrective action plans.
- Assist with developing policies and procedures in compliance with state and federal rules and regulations.
- Prepare detailed and comprehensive reports of quality assurance review findings/recommendations.
- Consult with internal and external entities to resolve problems, identify training needs, and discuss program effectiveness.
- Job description does not constitute an exhaustive list and may be revised at any time.

## **EXPERIENCE, TRAINING, KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of :
  - computer software to include Windows workstations, Microsoft Office programs, and the Internet.
  - the purpose, scope and intent of employment and training legislation to include federal, state, and local laws, regulations and standards.
  - management of various social media platforms (such as Facebook, X, and Linked In) and social analytics tools.
- Skill/Ability to:
  - understand, apply and communicate rules, regulations and guidelines prepared by local, state and federal agencies relating to assigned programs and projects;
  - establish and maintain effective working relationships with representatives of governmental agencies, co-workers, community agencies, and employers;
  - demonstrate proficiency in both oral and written communication;
  - analyze and interpret data;
  - apply problem-solving techniques;
  - give and receive detailed instructions;
  - create PDF fillable forms via Adobe PDF or other type of software.
  - gather, assemble, correlate, and analyze facts;
  - devise solutions to problems;
  - write concise reports;
  - work with various social media accounts;
  - effectively conduct work as part of a team, and
  - develop and evaluate policies and procedures.

## **REQUIRED EDUCATION DEGREES, EXPERIENCE, CERTIFICATES, AND/OR LICENSES**

- Bachelor's degree in Business Administration, Communications, Marketing or field related to Board needs
- OR
- Associate's degree in Business Administration, Communications, Marketing or field related to Board needs plus at least two years of progressively responsible experience in skills related to assignment
- OR
- Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- AND
- Appropriate driver's license or available alternate means of transportation.