

Northwest & Southwest TN Workforce Boards and Workforce Innovations, Inc.

Position: Business Services Representative

Reports To: Deputy Director

Classification: Exempt

General Description: The Business Services Representative will support the vision and mission of the Northwest (NW) & Southwest (SW) TN Workforce Boards by assisting area employers with their employment needs to assure a skilled workforce and robust talent pipeline are available through services of the American Job Center (AJC) and its partners.

Duties and Responsibilities:

- Develop relationships with employers and employer associations such as chambers and industrial boards and promotes utilization of business/employer services of the NW & SW TN Workforce Boards and the AJC.
- Assists with preparation and presentation of labor market information and AJC services to prospective new and expanding business/industries.
- Works with employers to coordinate on-site and off-site job fairs/hiring events in conjunction with the AJC.
- Coordinates assigned employer related projects, including but not limited to apprenticeships, work experience opportunities, career pathways, customized training and training for special target groups.
- Develops training contracts to meet the hiring and training needs of employers and serves as contract manager, assisting with invoices, reporting and contract compliance.
- Serves on the AJC Business Service Team to build awareness of employer needs and assure quality referrals of job applicants for job orders through the AJC.
- Serves as a resource for employers to provide information and connections to target populations.
- Coordinates Rapid Response and Mass Meeting activities to respond to upcoming worker dislocations.
- Utilizes State tracking systems to establish contracts, record case notes, and review data.
- Interprets operating policies in related areas and prepares detail and summary reports as requested.
- Other duties as assigned.

Requirements of Education and Experience:

- **Associate degree** with an emphasis in Business Administration, Human Resources, Management, Communications, Economics, Marketing or related field, **AND 5 years work experience** in Human Resources, economic development, employment services, training development and/or related field; **OR**
- **Bachelor's degree** with an emphasis in Business Administration, Human Resources, Management, Communications, Economics, Marketing or related field, **AND 2 years work experience** in Human Resources, economic development, employment services, training development and/or related field.

Required Qualifications:

- Highly motivated, goal oriented, with the ability to work comfortably in a fast-paced environment.
- Excellent oral and written communication skills, including individual and group presentations.
- Superb interpersonal skills, including the ability to quickly build rapport and provide excellent customer service.
- Ability to work independently, in a team, and with diverse groups.
- Excellent time management, prioritizing and organizational skills.
- Proficient in use of presentation, word processing and spreadsheet software.
- Ability to establish a dedicated, private **home office** atmosphere with a stable, high-bandwidth broadband connection to accommodate technology use, including virtual meetings.
- Reliable transportation and willingness to travel locally between 5-6 counties within the 17-county region (Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, Madison, McNairy, Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, and Weakley). Counties to be assigned based on home office locations of multiple staff. State mileage reimbursement will be available for official travel.
- Ability to pass a Background and Drug Screen

Salary & Benefits: Annual Salary - \$61,448; Benefits – Health Insurance, Retirement, Paid Time Off

Hours/Work Schedule: 32- hour per week, Full-time position; daytime, Monday-Friday; schedule TBD based on employee preference, operational needs and Director approval.

Submission Requirements: Submit Resume and Application <https://tinyurl.com/WFlapplicationOct2026> to job.app@nwtworks.org