

Albemarle Commission

512 South Church St.
Hertford, NC 27944
252-426-5753
www.albemarlecommission.org



Job Title: Business Engagement Coordinator

Northeastern Workforce Development Board
Albemarle Commission
Hertford, NC

Description of Work: The Business Engagement Coordinator serves as the primary point of contact for business engagement across the ten-county region, acting as the voice of the Northeastern Workforce Development Board in the business community and promoting solutions-based services available through the NCWorks Career Center system. This position plays a key role in advancing the Board's strategic goals by building collaborative partnerships with employers, economic development, and education entities to develop responsive, system-wide customized solutions that address workforce and talent needs.

Through strategic collaboration with Career Advisors and businesses, the coordinator helps identify employer needs and develops work-based learning opportunities for both Career Center customers and NextGen participants. This role also supports employer engagement strategies and gathers feedback from businesses to guide continuous improvement efforts. Additionally, the coordinator contributes to the development and execution of events and activities for NextGen youth, including coordinating with employers for career exploration opportunities and offering ideas for new programming.

This position requires initiative, creativity, and strong organizational skills. While based in an office, substantial time is spent traveling throughout the region to provide on-site support to businesses. Work is performed under the supervision of the Workforce Development Board Director and the Youth Services Program Manager in accordance with state, federal, and organizational guidelines.

Essential Duties and Tasks:

- Promotes the services of the Northeastern Workforce Development Board and NCWorks Career Centers to area businesses.
- Engages private-sector employers with collaborative partners to identify workforce, economic, and education needs.
- Communicates identified business needs to the appropriate Career Center and Workforce Development staff and partner agencies and coordinates outreach efforts with Center staff and partner agencies.
- Develops comprehensive solutions with collaborative partners that meet the needs of employers and enhance the employer's ability to fill talent needs.
- Serves as liaison between Center and Workforce Development staff and businesses when developing and monitoring opportunities for work experience, on-the-job training,

Albemarle Commission

512 South Church St.
Hertford, NC 27944
252-426-5753
www.albemarlecommission.org



and other work-based training programs through completion and follow-up.

- Recruits and maintains a list of local employers to provide work-based learning opportunities and assists in increasing the number of WBL activities provided.
- Develops and improves processes, forms, procedures, contracts, and other WBL-related items.
- Works with career advisors to identify work-ready Workforce Innovation and Opportunity Act (WIOA) participants to promote to businesses in the effort to fill their workforce gaps and needs.
- Assesses employment and training needs of employers to identify gaps in employer and business services; develops strategies for improvement of services and enhancement of employment and training services provided to employers.
- Conducts follow-up and evaluation of participant placements to provide counseling and problem-solving for participants and employers.
- Participates in outreach, recruiting, and public education for the NextGen program and NCWorks Career Center services and develops outreach literature, including brochures, flyers, posters, and other documents.
- Conducts various training workshops and presentations.
- Maintains a comprehensive, current knowledge of applicable laws, rules, regulations, performance standards, and local area policies and procedures; initiates any actions necessary to correct deviations or violations.
- Develops and coordinates various youth projects, workshops, and events.
- Researches successful and innovative work-based learning (WBL) programs in other areas to identify opportunities for improvement in our offerings.
- Ensures all data gathered from on-site business visits is accurately entered into the appropriate tracking systems and communicated to the appropriate workforce board staff and/or center staff.
- Prepares a variety of documents, reports, correspondence, and presentations using databases, spreadsheets, word processing, and presentation software.
- Provides NextGen activities and events updates for use on various approved social media platforms.
- Attends meetings on behalf of the Workforce Development Board and NCWorks and serves on committees as needed.
- Other duties as assigned.

Competencies

Customer Service Excellence: Establishes and maintains effective relationships with business clients, program participants, and community partners in order to gain their trust and respect; strives to make every interaction a positive experience.

Interpersonal Savvy: Relates well to all kinds of partners, co-workers, and customers; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and

Albemarle Commission

512 South Church St.
Hertford, NC 27944
252-426-5753
www.albemarlecommission.org



tact; can defuse even difficult situations comfortably.

Listening: Practices attentive and active listening before offering solution(s)/services of the Career Center system; tries to understand the client, customer or partner as well as available before making judgments and /or acting.

Written Communications: Is able to write clearly and succinctly in a variety of communications settings and styles; uses proper sentence structure, spelling and grammar in all written communications and documentation.

Public Speaking: Is able to prepare for and conduct presentations using multiple media resources and platforms and speak effectively before groups of stakeholders.

Self-Development: Is personally committed to and actively works toward improving their job knowledge and ability to serve our clients.

Functional/Technical Skills: Considerable knowledge and skills in office technology including developing forms, form letters, tables, spreadsheets, data bases, presentation software, use of audio-visual equipment, etc.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

- Ability to prepare for and conduct presentations before groups for stakeholders.
- Ability to communicate effectively, both verbally and in writing, and share knowledge with others.
- Experience in marketing and/or sales activities.
- Ability to understand, research, interpret, and present basic labor market, economic, and education data.
- Considerable knowledge of business and production practices, human resources, and market trend analysis.
- Considerable knowledge of WIOA and related programs, rules, and regulations.
- Considerable knowledge of the physical, economic, and social characteristics of the service delivery area.
- Considerable knowledge of the use of information technology in research, program evaluation, monitoring, and reporting activities.
- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable or verifiable criteria.
- Ability to establish and maintain effective working relationships with agencies, local governments, private industry, the general public, state agencies, and other Commission personnel.
- Ability to design and plan activities and events.
- Ability to communicate effectively in both oral and written forms.
- Ability to establish and maintain effective data collection and records management systems and prepare technical reports and documents.

Albemarle Commission

512 South Church St.
Hertford, NC 27944
252-426-5753
www.albemarlecommission.org



Education and Experience:

Associate or bachelor's degree in sales, marketing, human resources, business administration, workforce development, or combination of experience in a related field preferred. Relevant experience in administration, customer service, marketing, public relations, and relationship management is also desirable. Must have a valid NC Driver's License.

Salary:

This position is a salary grade 20. The hiring range for this position is \$ 45,564.00- 47,783.00

Benefits:

The Albemarle Commission offers a generous benefits package to our fulltime employees, including paid vacation and sick leave; NC Local Government Employees' Retirement System; 401K employer contribution; employer paid health, dental, vision, and short/ long-term disability, life insurance; longevity pay after 5 years of service.

To Apply:

Email, mail, or drop off cover letter, resume, NC PD107 application, & 3 professional references to:

Amber Morse
Albemarle Commission
512 South Church Street
Hertford, NC 27944

The Albemarle Commission is an Equal Opportunity Employer.