

BUSINESS SERVICES RECRUITMENT AND DEVELOPMENT COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves oversight responsibility for establishing and maintaining working relationships with local employers, business organizations, and community organizations in developing job opportunities and arranging the direct placement of participants matching the job skills with application qualifications. Evaluates participant's background, skills, and interest, and matches to potential job openings. Work is performed under general supervision with leeway allowed for the use of independent judgment in carrying out other details of the work. Supervision is not a responsibility of this class. This class works with limited direction from the Director of the Center for Workforce Development.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Performs outreach to local businesses to determine business needs for recruiting and training opportunities, identifying and developing positions, and assists employers in establishing wage scales;

Attends required networking and public relations functions and speaks before various groups to explain CWD program objectives;

Responsible for providing technical assistance to participating businesses with recruitment, retainment, and training strategies;

Creates, and develops job descriptions, establishes and maintains temporary, full-time, and part-time job listings by entering positions in the NY State Department of Labor OSOS system, and oversees posting on the CWD website;

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Collaborates with NY State Department of Labor for participant verification process, and
enters information in the NY State Department of Labor OSOS system;

Plans, coordinates, and oversees a variety of recruitment events and conducts post-event surveys;

Generates email report lists to distribute email blasts to participating businesses and job seekers;

Reviews registrant forms to identify what supportive services applicants require;

Oversees the TANF Worksite process for TANF Work Experience Program;

Obtains required agreements and monitors worksites for compliance and applicable labor laws;

Schedules periodic worksite inspections, and advises applicable staff on identified concerns to
remedy;

Collaborates with the CWD staff to determine needs for various programs and coordinates related
activities required;

Documents and tracks program analytics for new businesses, and runs reports as required;

Performs research to provide businesses with current labor market information;

Performs routine audits to ensure current customer base;

Attends a variety of meeting with business partners as requested;

Interviews, evaluates, and develops a pool of qualified participants, and assists said participants in
the development of skills, including resumes, cover letters, and completion of applications,
with a goal of referral to affiliate businesses;

Answers phone and written inquiries pertaining to agency functions or services;

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Prepares and maintains a variety of documents, including, but not limited to, advertisements promoting department program activities; and

Utilizes a variety of computer applications in performing work assignments.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of general rules and regulations relating to employment programs; thorough knowledge of interviewing techniques; good knowledge of the mechanics of planning and conducting seminars and workshops; good knowledge of services available through social services agencies; sensitivity to issues confronting unemployed or underemployed people; sensitivity to issues of cultural diversity; ability to establish and maintain cooperative relationships with clients; private and governmental agencies and labor groups; ability to use computer applications such as spreadsheets, word processing, calendar, email, and database software; ability to collect, organize and interpret data and information relating to employment programs and projects; must have the ability to communicate effectively and present ideas clearly, both orally and in writing; ability to read and interpret complex written materials, laws, and regulations; ability to motivate clients in adopting positive values and behavioral patterns; tact; integrity, and sound professional judgment.

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- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelor's Degree or higher, and three (3) years of experience in client supervision, employment interviewing, employment counseling, job placement, job development, employment recruitment, or a related field; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree in client supervision, employment interviewing, employment counseling, job placement, job development, employment recruitment, or a related field, and five (5) years of experience as described in (A) above; or
- (C) Graduation from high school or possession of a high school equivalency diploma, and seven (7) years of experience as described in (A) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Jurisdictional Class: Competitive

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NYS Civil Service Commission Approval: n/a

Reviewed and placed in Classplan: 9/9/2025