Job & Family Services
MARION COUNTY

Position Posted Until Filled

Roxane G. Somerlot, Director

Business Services Specialist

Initial Pay Range $44,117 - $59,862 (Step 8 of 17)

($21.21/hr. – $24.47/hr.)

(Consideration for training/experience as permitted by Civil Service Law)

Summary of Job Duties

The Business Services Specialist reports to the OhioMeansJobs supervisor and serves both businesses and the general public in need of employment. Developing working relationships with employers in an effort to support their recruiting and employee retention efforts, as well as supporting job seekers to navigate available community resources, develop plans to remove barriers to employment, and prepare them for successful employment leads to self-sufficiency. Successfully connecting employers with referrals of suitable program participants prepared for employment strengthens the workforce and community individuals.

Primary duties include:

- Regularly meet with area businesses to promote available business services and solicit job openings for posting and recruiting;
- Identify workforce needs of local and regional businesses and makes recommendations for and provides available services to meet their needs;
- Assist business customers to develop position descriptions, attractive job ads, and post job openings on OhioMeansJobs.com website, OMJ center social media platforms, agency website, and all other available advertising methods;
- Regularly searches OhioMeansJobs.com, the Ohio Work Adjustment and Retraining Notices site, and other appropriate sites to match, screen and refer potential candidates to positions posted by the OMJ center, make contact, and screen potential candidates and make referrals to employers, conduct orientations, and pre-employment interviews/screenings as requested;
- Maintain current record of job postings, send updates to agency staff, partner agencies, and community stakeholders;
- Track local wage data;
- Participate in the planning and coordination of local hiring events, job fairs, employment expos, open interviews, and other related events;
- Thoroughly document clients/customer/employer meetings, phone interviews, phone calls, virtual meetings, and other interactions into appropriate state systems;
- Gather and enter performance measure data into systems of record in a timely manner;
- Maintain program statistics and prepares program reports;
- Represent agency at community functions, business and community meetings, and serve on boards and committees related to the agency mission;
- Develop presentation materials for and present to small and large groups of people;
- As requested, provide available employee assistance services to ensure job retention and job progression;
- Assist employers, program participants, applicants, and general customers in navigating the OhioMeansJobs.com website;
- Collaborate with case management staff to develop On the Job Training, Incumbent Worker Training, and work experience sites with private, public, and non-profit employers;
- Participate in rapid response activities and other workforce development events;
- Prepare resumes and cover letters for program applicants, participants, and general customers, as needed;

- Deliver workforce unit programs including Workforce Innovation and Opportunity Act (WIOA), Comprehensive Case Management and Employment Program, Prevention, Retention and Contingency (PRC);
- Provide guidance to program participants and general job seekers regarding open positions that meet their skill set and/or interests;
- Use assessment tools to assist program participants, applicants, and general customers in determining career paths best suited for their interests and abilities;
- Ensure compliance with federal and state rules/law and workforce board and agency policy and procedures;
- Maintain knowledge of available agency and community resources and makes appropriate referrals;
- Attend related training and participates in meetings and webinars, as scheduled;

Preferred Education, Experience, Knowledge, Skills, Abilities and Work Habits

- Associate or bachelor's degree in business or human resources or commensurate experience
- Related work experience serving business customers with staffing, retention, and workforce development needs.
- Knowledge of employment recruiting/labor laws, adult education, career counseling
- Customer service including case management experience
- Strong verbal and written communication skills, including public speaking and interviewing
- Ability to solve problems using creative thinking and sound judgement
- Excellent computer skills (MS Office) with desire to learn new programs
- Highly organized
- Keen attention to detail to ensure accuracy in all work products and performance
- Ability to independently prioritize and multi-task duties
- Action-oriented, adaptable, and innovative
- Exceptional interpersonal skills; emotionally intelligent, empathetic, sense of humor
- Creative critical thinker; able to harness, crystalize and activate big ideas

Minimum Civil Service Qualifications:

Completion of coursework, undergraduate, or technical education in business, human resources, communications, education, or related field with experience interviewing and keyboarding;

Or coursework or experience in customer service techniques, behavioral or social science, business math and English, interviewing and keyboarding, plus 3 years relevant experience.

Candidates must document training, experience, and education to demonstrate meeting each qualification.

In addition to the oral interview, skill-based assessments may be part of the interview-selection process.

Employment applications and benefit information are available at mcjfs.com

THE EMPLOYMENT APPLICATION, A COVER LETTER OF INTEREST AND RESUME ARE REQUIRED.

Marion County Job & Family Services
363 W. Fairground Street
Marion, Ohio 43302-1759
E-mail: Kelly.Bates@jfs.ohio.gov or FAX 740-387-2175

MCJFS is an equal-opportunity employer and does not discriminate based on race, color, national origin, gender, religion, age, disability, citizenship, or military status.

Posting date: February 2026