

COMMUNITY EMPLOYMENT SERVICES REPRESENTATIVE

Employees In this class are responsible for marketing a variety of customized employment services performed by persons with developmental and physical disabilities to representatives of private and public organizations, industries and/or government officials. Employment services performed by persons with developmental and physical disabilities may be the assembly or sub-assembly or products/components or the provision of janitorial or lawn maintenance services. Employees utilize the media to publicize services and make presentations to civic groups, a variety of professional organizations commissions boards and leaders of Industry to educate and inform regarding services and benefits of contracting with community employment programs. Employees independently develop a variety of marketing approaches and tools including brochures, pamphlets and audio-visual materials. Employees solicit and negotiate a diversity of agreements or contracts for services or products to be assembled, sorted or processed by disabled clients and maintain contact with customers to provide follow-up and quality control. Employees may also be responsible for bid development, including time and motion studies which provide the basis for contract negotiations. Employee's function with considerable independence, may serve on the management team, and report to the director of the employment program.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees Identify, procure negotiate, bid and maintain subcontract work opportunities for a large community employment program for developmentally and physically disabled clients. Employees actively market program services and products by contacting business and community leaders to inform them of the business advantages of entering into agreements with the program and to enhance the image of the workshop and its workforce. Employees bring products from industry for review, study and bid development and collect information in regard to production quotas, quality standards, material and equipment requirements, methodology, inventory control, security and other relevant contract requirements. Once program staff has determined feasibility and cost, employees prepare written price quotations and negotiate the contract. Employees provide follow-up with contract customers to monitor customer satisfaction. Employees may also assist with the collection of overdue accounts.

Intricacy - Work involves the Independent development of marketing tools and strategies, analysis of potential for production or assembly of specific products and services, and continual research of market potential of the catchment area. Employees serve as primary liaison between the customer/staff and the employment program staff with regard to quality and timeframe issues.

Subject Matter Complexity - Work requires a knowledge of marketing and negotiating strategies; an understanding of the capabilities of clients and the employment program. Work also requires an understanding of manufacturing/production techniques and basic knowledge of the area of Industrial engineering.

Guidelines - State and federal guides and employment program policies and procedures outline the basic components of the program. In addition employees may utilize guides provided by the Food and Drug Administrations Underwriters Laboratories, Wage and Hour laws and specific customer requirements or guidelines.

II. RESPONSIBILITY:

Nature of Instructions - Employees independently carry out the marketing of program services using creativity in identifying new sources of contracts. Management team meetings and informal consultation with the community employment program director provide direction and advice.

Nature of Review - The primary review occurs in the process of product feasibility studies, profit and loss reports for the program; feedback from contract customers; regular oral and written reports during staff meetings.

Scope of Decisions - Employees' decisions could result in significant financial loss which could affect the program's ability to operate its rehabilitative services for disabled clients.

Consequence of Decisions - Development of inappropriate bids could result in financial loss to the program and could affect client progress toward competitive employment.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work requires contact with company management, purchasing agents production managers and/or industrial engineers, and local business and community groups. Work also requires contact with program staff.

Nature and Purpose - Employees inform educate and advocate for the employment program in presentations to business and community groups. Contact with company management and staff is required for marketing and negotiating contracts.

IV. OTHER WORK DEMANDS:

Work Conditions - Employees' work is performed in a variety of locations ranging from an office environment to factory or industrial workflow and requires significant travel.

Hazards - Employees may be exposed to power equipment and industrial machinery in some settings. Employees may experience hazards in their fieldwork from driving and inclement weather.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - General knowledge of sale techniques and of the media. Ability to learn the client population and their capacity to perform work. Ability to communicate effectively with a wide variety of customers and program staff. Ability to negotiate and resolve problems regarding quality assurance and other contract requirements. Ability to relate potential contract work to the capabilities of the clients. Ability to perform time and motion studies as required by the job.

Minimum Training and Experience - Graduation from a four-year college or university with a degree in business or marketing and one year of experience in sales or marketing which requires negotiation and promotion; or graduation from high school and five years of the above experience; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.