

**Position Description
Cover Sheet**

In order to make an objective and accurate evaluation of a position, it is very important that the position description (PD) contain **specific** data. Therefore, please provide all information requested and forward this form through the division dean to the Human Resources Office for classification.

Title: Business Solutions Specialist

Division/department CEWD/CCT

Campus: La Plata

Check one: New PD Revised PD No changes to PD

Please identify any similar positions already established within the department:

Is this a Director-Level position? Yes No

Reports to _____ Date: _____
(Signature)

Title of Position Reported to Director of Workforce

Approval _____ Date: _____
(Signature - Second-Level Supervisor)

Approval _____ Date: _____
(Signature – Vice President or President)

Account code(s) _____

Work schedule: Monday-Friday 8 am to 5 pm, with some flexibility for evening events

FOR HUMAN RESOURCES DEPARTMENT USE:

Position number 3078 Grade 27

Statistical group _____

Exempt / Non-exempt _____ Date _____

Requires Financial Disclosure Statement _____

If the employee's primary position is EXEMPT, there are no limitations for working in a secondary position. If the primary position is NON-EXEMPT, the following rules apply:

1. The employee cannot hold credit or credit-free part-time faculty positions unless a special exception is made by the division VP.
2. The employee must record the total combined hours worked on the system-generated time sheet which is distributed each pay period. The employee is responsible for obtaining the signatures of both supervisors on this time sheet.
3. The employee's total combined hours worked for all positions should not exceed 40 hours in a workweek.

POSITION DESCRIPTION FOR: Business Solutions Specialist

1. Core Responsibilities: Prioritize tasks and responsibilities and summarize them below. Please provide **percentages of time** allotted to each particular task or responsibility, making sure that the **total percentage equals 100%**. Please give specific duties and avoid using generalizations or “other duties as assigned.”

The Business Solutions Specialist is a principal position supporting the college in its goal of becoming the region’s first choice provider for business contract training in workforce development and leadership. The Business Solutions Specialist serves as an ambassador for the college and must be highly self-sufficient, motivated, focused and ambitious to successfully develop and maintain significant client relationships with a core client base. The results from establishing these relationships will enable the incumbent to become a strategic partner with key clients to provide business training solutions business to promote business success within the tri-county area.

50% Contract Sales and Client Relationships

- Generate repeat sales revenue for CSM through contract trainings.
- Develop, nurture and grow CSM’s client data base.
- Works collaboratively with the business developer(s) to co-develop effective training solutions
- Develop and deliver proposals for repeat trainings and internal clients, in collaboration with Business Developer.
- Acquire and maintain product knowledge of all non-credit course offerings
- Work as member of corporate team responsible for all aspects of the client relationship and deliverables
- Perform needs assessment for client, with or without the Business Developer
- Resolve customer issues/problems in a manner that exceeds client expectations
- Conduct post training interviews with client to monitor quality and follow up with clients and staff.

50%- Product Development and Coordination

- Maintain accurate records of sales activities within the CRM system
- Develop customized training solutions based on identified needs of the client, using resources from workforce areas and seeking outside resources when needed.
- Takes operational control of contract after it has been signed to manage functions related to the fulfillment of the contract training request.
- Coordinates with instructional and programming personnel to develop customized course curriculum
- Coordinates activities to ensure training is delivered and expectations are met.
- Work with faculty/instructors/training vendors to ensure current curriculum is on file.
- Produce/secure/deliver materials necessary to deliver trainings.
- Provides cost analysis to Business Developer for contract pricing, based on development costs and established pricing formulas.
- Build repeat business from high customer satisfaction.

- Participate in community events, trade-shows, and activities associated with clients' interests, and recruitment of potential instructors.
- Conduct post training interviews with client to monitor quality and follow up with clients and staff.

2. Education/Knowledge Required: Specify required degrees, experience, special skills and abilities necessary for satisfactory performance.

- Bachelor's degree required; Master's preferred
- 3-5 years sales experience, 2-3 years' experience in the development and/or delivery of workforce training/education.
- Excellent verbal and written communication skills
- Demonstrate excellent work ethic and personal integrity
- Customer focused
- Excel in a team environment
- A good driving record is required as is maintenance of insurability under the college's vehicle liability insurance program.

3. Supervision: List all position titles reporting directly to this position, full-time or part-time. Include student assistants, temporary, permanent and part-time faculty supervised in a typical semester or year.

None

4. Internal & External Contacts: Identify contacts required within and outside the college, and purpose of contacts. (Example: Contacts vendors for supplies and materials; or meets with tri-county public and private employers to determine training needs)

- Significant partnerships with employers representing a highly complex business environment including a large DOD facility, significant and rapidly growing base of DOD vendors, private, public, and nonprofit sector enterprises
- Significant interaction with Continuing Education and Workforce Development staff, and stakeholders to accurately represent multi-faceted business and community needs for the continuous improvement of CSM programs/services to meet those needs
- Professional membership and participation in associations that serve to promote workforce training, continuing education and life-long learning (i.e., Chamber of Commerce, Rotary Club, Patuxent Partnership, Human Resources Association of Southern Maryland)

5. Guidelines/Procedures/Regulations: Identify guidelines, procedures, instructions, regulations and laws within which the position functions. Be specific.

MHEC guidelines, Continuing Education Best Practices, Faculty Handbooks, CSM registration and program processes, distance learning procedures, and Communication and Community Relations and CEWD processes.

6. Communications: Please describe the written and verbal skills required for the position.

Excellent communication skills, both written and verbal, are required for this position. This person will spend 75% of their time representing CSM to the business community in the tri-county area.

7. Role Complexity:

The Business Solutions Specialist will cover the tri-county area with the purpose of generating sales, following up on completed trainings and providing business needs assessments to help identify a solution. With a large target market, extensive planning will be required. Visits to clients in similar geographic regions should be planned and scheduled so that this person's time is spent with clients vs. driving. This position requires a great deal of coordination between multiple departments including programming departments, operations, scheduling, registrar's office and bursar's office.

8. Creativity & Innovation:

The Business Solutions Specialist will be evaluating the business needs of local employers and will need to have creativity to determine innovative ways to solve client's needs. Sometimes the training solution for the employer may be something we already have but often this will require customized training to be developed. CSM would like to be the solution to a variety of business needs.

9. Impact:

Responsible for the sales and execution of business training programs in excess of a half million dollars a year.

10. Fiscal Responsibility: Describe the fiscal responsibility. Include total dollars that the position directly controls.

Although this person is not a cost center manager, they are responsible for ensuring that they are pricing contracts in a manner so that Corporate Center courses run at a profit to CSM.

11. Physical Working Environment: Describe the physical working environment and list any hazardous and toxic substances used in the performance of duties.

Significant travel to client offices in the tri-county region is required. Hours may fall outside of regular Monday-Friday business hours as client demand requires. Although an office is provided, many times this person will be working “on the road”.