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*Your County-Wide  
Business Connection*

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*Visibility*  
+  
*Networking*  
+  
*Public Advocacy*  
+  
*Business Services*  
+  
*Training Programs*

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# *2004 Best-In-County Award*

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*Business Service Award Recipient*

*WorkSource Vancouver Town Plaza  
Business Services Unit*

*December 21, 2004*

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### ***WorkSource Business Services Unit – The One-Stop for Businesses***

*WorkSource Vancouver Town Plaza is not the unemployment agency. Sure, part of our responsibility is to find jobs for individuals who want to work but our mission goes much deeper than that.*

*In January of 2004, WorkSource Vancouver Town Plaza was restructured in order to better serve our community and the businesses that are so vital to the success of our economy. Hence, the Business Services Unit (BSU) was formed.*

*The BSU assists local companies to find and develop the skilled workforce they need to be successful in today's job market. Although this concept is not unique, the way we accomplish it is.*

*Business Services Account Representatives are assigned industry specific sectors to provide businesses with expert advice and quality customer service. The Account Representative's primary role is to establish a long-term business relationship with each business we work with. Our main objective is to gain a thorough understanding of how the organization works from within to provide the type of quality candidates businesses need for an effective and efficient workforce. We listen to our partners to identify their needs, providing solutions rather than just services. We care about our business partners so we give them our best. We have developed tools to enhance and strengthen a business workforce. Some of these tools include: Job Order Services, On-The-Job Training, skill assessments for employees, rapid response services and on-site recruitment assistance and hiring events.*

*WorkSource Vancouver Town Plaza and the Business Services Unit strive to become the premier One-Stop for a world-class labor force.*

*The WorkSource Vancouver Business Services Unit is involved in multiple strategies designed to increase the productivity of area businesses. We seek to involve the business community in strategic discussions designed to create new employment opportunities in the private sector. We seek to ensure that area companies can find and develop the skilled workforce they need to be successful in the market place. We sell solutions rather than services.*

*The primary role of the Business Services Account Representative is to develop and maintain a business partnership relationship. We assess the needs of the business at every encounter (telephone, meetings, chamber, rotary, in person strategy business sessions, embedded consultation services, industry associations).*

*Business Services has Built an operational structure designed to support a business partnership approach.*

*Business Services Account Representatives are organized according to industry sectors*

*Business Services Account Representatives develop a specific industry sector business plan*

*Business Services Account Representatives embedded within an industry corporation*

*in order to learn the business from within*

*Business Services has developed tools that enhance and add to the following identified business needs:*

- *Access to worker profiles*
- *Job Order Services*
- *Front end recruitment, screening, testing and referral of qualified applicants*
- *Recruitment, pre-screening and referral of “high-end” qualified applicants*
- *On-site recruitment assistance and hiring events*
- *Outplacement Assistance*
- *Occupational Analysis*
- *Human Resource Consultation – skills assessment for employees*
- *Employer Handbook*
- *Information on tax credit opportunities for businesses*
- *Information on EEO/Affirmative Action*
- *Worker Retention Services*
- *Presentations to Businesses*
- *On-The-Job Training Opportunities*
- *Skill upgrades and training, apprenticeships and customized training as well as other opportunities for businesses*
- *Rapid response services and dislocation avoidance assistance*
- *Information on unemployment insurance, workplace safety, labor laws, prevailing wages and training programs*
- *Labor Market Information*
- *American Disabilities Act Information*