

## Business Service Representatives

### General Description

The Business Service Representatives data set houses information about business service representatives across the state. These representatives are able to help businesses with their workforce needs. These services include:

#### Job Postings

Post your jobs with the New York State Job Bank ([www.labor.ny.jobs](http://www.labor.ny.jobs)) for free! You can use the Indexing feature to copy openings from your own web site, you can post jobs directly or have Business Services staff assist you. You give us the job description, skills and abilities desired, and we'll find you the best match possible. You also get access to our Talent Bank, which will allow you to search for qualified individuals who meet your hiring needs.

#### Career Fairs / Custom Recruiting

This is another way to find qualified workers. These no-cost events offer a setting where you can meet several candidates face-to-face. We can target events to specific industries or to an individual business. We can hold events at Labor Department facilities or at your place of business.

#### Skills Matching Services – NY Talent and SMART

NY Talent is a new tool that helps businesses find the most qualified candidates for their job openings. It offers a job order tool and the ability to search resumes. SMART (Skills Matching and Referral Technology) is the sister tool that jobseekers use to build resumes and match to job orders. Both tools use artificial intelligence technology to analyze job orders and resumes using skills matching, rather than keyword matching.

#### Humans Resource Consulting

Need help with Human Resources issues? We can:

- Write/review your job descriptions and employee handbooks
- Develop performance evaluations and personnel policies
- Create orientation sessions for new workers
- Hone job interview techniques for efficiency and compliance
- Analyze employee turnover
- Explain Labor Laws to help you comply with wage/hour and safety/health regulations

#### Tax Credits

There are a number of federal and state tax credits available to businesses who hire qualified individuals, which can offer substantial savings to your business.

- The **Work Opportunity Tax Credit (WOTC)** is a federal tax credit to promote hiring individuals from target groups, like veterans and youth.
- The **Workers with Disabilities Tax Credit (WETC)** is a New York State tax credit that offers savings for hiring individuals with disabilities.
- **Excelsior Jobs Program** provides tax credits for job creation in targeted industries such as biotechnology, pharmaceutical, high-tech, clean-technology, green technology, financial services, agriculture and manufacturing.

## Training

If you need to upgrade the skills of your workers, we can help fund training programs and refer you to certified training providers. Programs include:

- **On-the-Job Training (OJT)** - Specialized training that you develop and conduct to bridge skill gaps.
- **Apprenticeship Training** - A combination of hands-on work experience and classroom instruction to produce a skilled worker.

## Labor Market Information (LMI)

Looking to locate or expand your existing operations? We have the most current and accurate labor market information available, including data on labor supply, wages, occupational projections, commuting patterns and the latest job figures.

## Layoff Aversion

Rapid Response helps workers locate training and find new jobs when a company closes or cuts its workforce. Rapid Response also helps companies with layoff aversion strategies such as:

- Shared Work
- Incumbent Worker Training
- Labor/Management Committees
- Employee Stock Ownership/Succession Planning

## Shared Work

During temporary downturns, the Shared Work program is an ideal alternative to layoffs. You can reduce the hours your employees work and they can collect partial Unemployment Insurance benefits to offset the loss in income. It helps you retain your skilled workforce and ramp up faster once the economy rebounds.

## **Data Collection Methodology**

Data is updated via request from both central office and field staff. Requests come into our Division's website posting request mailbox ([DEWS.WebpagePostings@labor.ny.gov](mailto:DEWS.WebpagePostings@labor.ny.gov)). Changes are then made to the data.

Information includes the following for each field office:

- Field Office
- Counties Served
- Name
- Street Address
- City
- State
- Zip
- Phone Number
- Email