

BUSINESS ENTERPRISE REPRESENTATIVE I

This is consultative work in providing business and marketing consultation to visually impaired contractors of the Division of Blind Services who operate food service facilities on governmental or private properties. The profit-and-loss facilities range from concession stands to full-service cafeterias serving two to three meals per day. Employees are assigned to districts. Employees provide consultation and training to visually impaired contractors in operating successful, profitable businesses. Employees assess business and financial performance and recommend methods of correcting deficiencies and solving problems. Employees recommend entry of clients into the program and make final recommendations on their progression and continuation or removal as contractors, identify and negotiate new locations, and develop rough drafts of floor plans during construction planning. Employees are supervised by regional directors and receive technical coordination from the Business Enterprise Program Manager.

DIFFICULTY OF WORK:

Variety and Scope – Work involves providing consultation on marketing, menu development and pricing, customer relations, employee recruitment and supervision, cash management and profitability, purchasing, tax liability, financial records, and security. Employees evaluate and advise contractors on how to meet food quality and sanitation requirements, conduct reviews of business and financial performance of facilities, discuss issues and concerns with site management, respond to customer complaints, and arbitrate disagreements between contractors and suppliers or site management. Employees make final recommendations to division management on the selection of visually impaired contractors, on the advancement of salary levels and on the continuation or removal of individuals as contractors. Employees identify new sites, negotiate contracts and develop floor plans during design and construction.

Intricacy – Work requires the evaluation of business and financial data and the use of knowledges in marketing and food service management in assessing the performance of contractors. Employees use considerable judgement in evaluating the future status of visually impaired contractors. Employees use business knowledge in conducting marketing analysis in determining the feasibility of additional food service localities.

Subject Matter Complexity – Work requires considerable knowledge of marketing, retailing, the food service industry, and effective business planning and analysis of large cafeterias. Work requires the ability to analyze accounting reports and business transactions. Employees must utilize skills in communications through the negotiation of contracts and in-depth consultation with visually impaired contractors.

Guidelines – The primary guidelines are the federal Randolph-Sheppard Act, state law, ADA, local and state health codes, OSHA regulation, NRA safe food handling practices, state building codes and tax guidelines. Employees must interpret and apply these guidelines to specific business practices. Other guidelines are used in accordance with training on rehabilitation of handicapped persons.

RESPONSIBILITY:

Nature of Instructions – Daily work is self-planned with considerable independence. General instructions are received from higher level management on issues relating to new policies, resolving problems with contractors, and new contracts.

Nature of Review – New contracts, changing status of contractors, disciplinary actions to include removal of contractual status, and major decisions are subject to approval by the supervision. Employees are reviewed by the successful operations of visually impaired contractors and in the manner of contractor improvement.

Scope of Decisions – Work directly affects the employment and living standards of visually impaired contractors, the success of the Business enterprise Program, and the health of the general public.

Consequences of Decisions – Ineffective consultation and action could effect the employment and rehabilitation status of visually-impaired contractors, profits of food service businesses, foodborne illnesses of the general public, and safety of employees.

INTERPERSONAL COMMUNICATIONS:

Scope of Contacts – Employees have contact with visually impaired contractors, site management, division staff and accountants, local inspectors, and the general public.

Nature and Purpose – Employees provide consultation to ensure that visually impaired contractors successfully manage food service businesses.

OTHER WORK DEMANDS:

Hazards – Employees are subject to highway hazards in traveling from site to site, hazardous food service equipment and chemicals, and construction accidents.

Work Conditions – Employees travel to a variety of food service facilities and work is completed in office or food service environments.

RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities – Thorough knowledge of marketing, retailing, and business management in a private sector environment. General knowledge of accounting. Ability to negotiate, communicate, and provide consultation and training to visually impaired persons, staff at all levels, or management. Ability to handle problematic situations with persons to include disciplinary actions and removing unsuccessful operators from employment contracts. Skills in assessments and evaluations of business operations, contractor performance, and projections of program expansion.

Minimum Training and Experience – Graduation from a four-year college or university with a degree in business administration, food service management, or a related field, and two years of experience in marketing, sales, food service management, or a related area, 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 be applicable to all positions.