

Employer Service Talent Development Staff, Job Duties and Salaries

Managers	Supervisor	Business Service Reps.	Talent Development-Coaches	Special Projects UTMB, & Daikin	Data Analyst/Quality Assurance
5	5	14	7	4	4
IT Technicians	Training Facilitators	Recruiters	Project Specialist	Employer Support Specialist	Financial Support Specialist
3	4	6	6	4	18

- ✓ **Managers/Supervisors** under Talent Development are responsible for providing leadership and support to staff, ensuring they meet performance and production, serving employers within the Gulf Coast Region, and understanding the workforce system's mission, vision, and values. They report up to Board staff outcomes/results driven by their team.

Managers earn between \$65,000 and \$97,000 a year. Fringe benefits cost is an additional 22.66% to 23.17%.

- ✓ **Business Service Representatives** serve under the Talent Development department, and their primary responsibility is to outreach to employers regarding Workforce Solutions services & initiatives. This includes job posting, recruitment assistance, technical assistance for Work in Texas, professional HR advice, labor market information, talent development, and participation in various workforce initiatives that the Talent Development Team markets. Staff performance metrics include repeat employers, employers served through talent development, individuals served through talent development, and quality of work.

Business Representatives earn between \$42,000 and \$45,000 a year. Fringe benefits cost is an additional 22.66%

- ✓ **Talent Development-** is in the central office. This team includes **Talent Coaches, Recruiters, Employer Support Specialists, Project Specialists, Financial Support Specialists, and Training Facilitators**. They are responsible for building talent through different training opportunities that meet the needs of our businesses. This can be done through skilling, reskilling, or upskilling both new and incumbent – (current) workers and can include On-the-Job Training, Registered Apprenticeship, Pre-Apprenticeship, and Adult Education & Literacy. Talent Development is responsible for putting 2000 people to work. This team is also responsible for ensuring that all employers/individuals who participate in Talent Development are

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eligible based on our requirements. In addition to eligibility, they must balance a budget for wage reimbursements and scholarships for classroom training throughout the contract year. This budget can be up to 2 million.

Talent Development earn between \$47,000 and \$62,000 a year depending on the position held. Fringe benefits cost is an additional 22.66%

✓ **Special Projects**

- **University of Texas Medical Branch (UTMB)** – Three staff members work on-site at UTMB recruiting candidates for open positions. These staff members enter open postings into Work in Texas. **Note:** TWC pays one UTMB Special Projects staff.

This person earns \$59,000 a year. Fringe benefits cost is an additional 22.66%

- **Daikin-** One staff member sits on-site at Daikin to help source, recruit, and prescreen candidates for the multiple openings available with the company. This staff member also helps with weekly hiring events held at the facility or on the Easy Virtual Platform provided by Workforce Solutions.

This person earns \$42,000 a year. Fringe benefits cost is an additional 22.66%

- ✓ **Data Service Analyst and Quality Assurance** are located at the central office. Data Service provides daily reports or analytics to our workforce system for communication purposes. They can also provide Labor Market Information to employers based on their needs. The Quality Assurance team ensures that data integrity is at its highest for the system and a success rate is good with all documentation going into TWIST, Docuware, and Gazelle.

This person earns between \$45,000 and \$48,500 a year. Fringe benefits cost is an additional 22.66%

- ✓ **IT Technicians** are located at the central office and provide technical assistance for the computers and phone lines. These technicians have an IT background to troubleshoot issues from a contractor level.

This person earns between \$77,000 and \$90,000 a year. Fringe benefits cost is an additional 22.66%

Gulf Coast Workforce Solutions Employer Service will help employers meet their Human Resource needs, and individuals build careers, so both can compete in our global economy.