

## EMPLOYMENT SPECIALIST

### General Statement of Duties

Performs case management functions and performs other tasks associated with the outreach, recruitment, intake, eligibility, enrollment, career advisement, counseling and placement of unemployed or underemployed persons in an integrated service delivery environment in the One-Stop Career Center.

### Distinguishing Features of the Class

Employees in this class assist Center customers to provide activities such as job recruitment, intake, assessment, eligibility determination, case management, enrollment, counseling, and employment placement; employees also follow up with program participants after placement. Work also includes contacting employers to develop jobs and place customers, explaining the scope of services and making referrals to other agencies. Employees will also be responsible for a designated program and perform case management functions to serve youth, dislocated worker or adults. Duties require close interaction with participants in one-on-one and group settings and the ability to evaluate and match participants work history, education, skills, and interests in order to place them into classroom or work based training and employment situations; duties also require employees to develop job placement opportunities. Employees ensure that continuity and complete services are provided to the customers by being aware of the needs of the program participants, and are involved in intensive case management within the assigned program. Work is performed in an administrative environment with travel to worksites and multiple Center locations required. Work is performed under the formal supervision of the Services Delivery Manager, and functional supervision of the One-Stop Specialist, with case monitoring and auditing conducted by other staff.

### Duties and Responsibilities

#### Essential Duties and Tasks

Meets one on one with job seekers, youth, adult and dislocated workers, as a part of the Center team to assist with locating potential employment and training related information; screens applicants against eligibility requirements for participation in eligible program(s) and enters and maintains customer documentation electronically.

Performs assessments of customers including administering and interpreting various career and aptitude inventories, interviews, and other research to identify appropriate strategies; assists customers with identification of training needs and career plans; assist with identification of courses, class scheduling, job placement, etc.

Identifies potential employers and develops work site agreements, contracts or related documents; conducts follow-up and evaluation of participant placements to provide counseling and problem-solving for customers and employers; assists customers with transportation and other health and basic needs.

Assists customers with job search skills such as resumes, cover' letters, interviews and use of on-line resources; and addresses employability skills needs

Contacts potential employers and potential worksites, analyze job duties and performance, and ensures participants are performing relevant work based duties.

Monitors participants' progress, assists participants and supervisors in problem resolution, and monitors monthly expenditures; performs case management tasks including maintenance of participant electronic files meeting regulatory guidelines, conducting follow-up activities to ensure compliance, and documenting activities and services into NCWorks Online.

Participates in marketing and public education of programs for customers and employers; works with partnering agencies and the community to assess employment needs and opportunities; represents the program to staff, outside agencies, the media and general public.

Attends training to ensure continued knowledge of program requirements.

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Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Working knowledge of the applicable policies, procedures and requirements of the employment program to which assigned, and ability to interpret and apply them to specific situations.

Knowledge of case management, career counseling, and employment training and placement practices and procedures.

Knowledge of the physical, economic, and social characteristics of the service delivery area. Knowledge of the application of information technology and ability to use it in daily programming and monitoring.

Ability to effectively instruct participants in basic employability skills, and to develop and implement individualized instructional materials for participants when needed.

Ability to develop rapport and communicate effectively with customers and members of the community.

Ability to monitor customer and employer compliance with program rules and requirements and to complete and execute contracts.

Ability to accurately complete necessary forms and reports and submit in a timely manner and to maintain accurate case management in an online data management system.

Ability to establish and maintain effective communications with participants, Center staff, employers, training professionals, businesses, center management, and the general public.

Ability to work with customers collaboratively and to apply creativity and effective problem-solving, facilitation and mediation skills to address barriers to program success.

Ability to proactively market programs to the public and recruit individuals to participate in the programs.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching talking, hearing, grasping and repetitive motions.

Must be able to perform sedentary work and exert up to 10 pounds of force occasionally. Must possess the visual acuity to perform extensive reading, conduct visual inspections and perform administrative, and computer work.

Desirable Education and Experience

Graduation from an accredited college or university with a degree in human services, human resource management, psychology, business, or social work and some related customer service experience; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina driver's license.

Salary Grade: 18