

Classification Title: *Business and Workforce Support Specialist*

Salary Range: 23

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:

In coordination with the Program Manager and Business and Workforce Specialists, provide support functions to both businesses and clients seeking assistance with a major focus on follow-up services. The position will also have a major focus on core services, the daily operation of the Resource Center and back-up to support staff.

DIRECTLY RESPONSIBLE TO:

Director, Business and Workforce Development

SUPERVISION OVER:

None; however, may assign work and provide direction to program staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks, which may be found in positions within this classification)

Customer Service:

Provides information to the public regarding available community services; reviews client's readiness and eligibility for services per Federal/State regulations; assists clients in researching vocational interests; coordinates referrals to other appropriate services to support vocational plan; continually maintains updated menu of community resources and services; provides support services as identified in Vocational Plan; manages and maintains required files per regulations, such as: anecdotal records, required forms, reports and such other documents as may be required by contracting agency/partners; registers job ready customers; serves as backup as needed.

Work Force Follow-Up and Retention:

Maintains ongoing contacts with business customers, industry representatives and job placement/training agencies to promote activities that lead to client placement; assists and supports clients' during job search activities including Resource activities; furnishes clients with job leads; develops and administers employment workshops; assists in the planning of job fairs/targeted recruitment; coordinates job retention services with case manager; maintains current labor market information and business developments.

Resource Center:

Responsible for the daily operation of the Resource Center; maintains current materials; coordinates/schedules use of Resource Center with partners and other appropriate agencies.

Program Development and Implementation:

Assists with developing agreements and coordinating services with various agencies; assists with developing procedures and executing action plans to meet program goals; may participate in the planning of Request For Proposal (RFP) implementation; maintains current level of knowledge of program regulations; develops, implements and follows-up with supervisor and team on individual and program strategic plans; based upon customer needs, assists in designing and implementing marketing plan; coordinates, organizes and implements targeted activities to address the needs of the customer; participates in selected community events that compliment the program; attends meetings and participates on committees as appropriate.

MINIMUM QUALIFICATIONS:

Education:

Must have sufficient formal and/or informal training to provide the ability to read and write at a level consistent with the requirements of the position. AA or BA degree in related field preferred.

Training and Experience:

Any combination of training and experience which demonstrates ability to perform the duties as described. Verified experience in job training/placement or public relations required.

Bi-lingual skills desirable.

Knowledge of:

Principles of marketing and public relations; case management procedures; basic research techniques; method and techniques of job development and client placement; career counseling techniques; community resources and training programs; principles of quality practices and exemplary customer service; English grammar, punctuation, and spelling.

Skills and Ability to:

Effectively market and represent a program, its clients and services; read, interpret and apply complex rules, regulations, guidelines, policies and procedures; assess the interests and aptitudes of clients; recognize the need to refer the client to appropriate resources to remove barriers to employment; assist the client in developing and implementing a suitable employment plan that helps move the jobseeker from current status through any needed employability improvement services, including training and supportive services, into a suitable job; manage cases through placement and retention; use reference material to research; plan and conduct presentations; work cooperatively with partner agencies; teach job seeking skills and develop jobs; support the client through transitions and facilitate decision making and goal setting; work independently and meet timelines; operate in a multi-task environment; utilize time management techniques to organize and prioritize work; interpersonal skills to work cooperatively and effectively with individuals and groups and a diverse population; promote self-sufficiency of clients; maintain confidential and sensitive information; effectively communicate in both oral and written form; maintain accurate records; collect and disseminate information; operate a variety of office equipment, including, but not limited to, personal computer, copy machine, and fax machine.

Physical Requirements:

The usual and customary methods of performing the job functions requires the following physical demands: Occasional lifting up to 25 lbs., carrying, pushing and/or pulling; some stooping, kneeling, crouching; reaching, handling; manual dexterity to operate a telephone and enter data into a computer; facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation; facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation; facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation; facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation; when applicable, facility to determine and differentiate colors with or without reasonable accommodation; when applicable, facility to drive an automobile or to arrange a consistent method of transportation.