

Susquehanna Workforce Network, Inc.

Position Description

Job Title: Job Placement Specialist-Department of Human Services (DHS)

Summary:

This position is responsible for assisting customers in establishing realistic employment goals and providing step-by-step plans to achieve those goals. This position also requires researching employment opportunities with regional employers, case management, monitoring customers and conducting follow up on customers. Position is required to maintain this information in DHS computer system and be familiar with The Maryland Workforce Exchange (MWE). This position reports to the Work Based Training Program Coordinator.

Essential Job Functions:

- Conduct Career Assessments to determine realistic career goals by discussing work history, assessing and help resolving barriers, using local labor market information and maintaining appropriate employability plan.
- Provides customers with appropriate employment opportunities with regional employers. Services to include; instructing Job Search workshop, job referrals, job training and assisting with Hiring Agreement.
- Assists customers with resume preparation, job searches and identifying regional employment opportunities.
- Develops and conducts Employment Expos; includes event logistics to recruiting regional employers
- Enters, edits and maintains all case management records in DHS computer system, including verification of customer employment. Uses MWE to assist customer to register in system.
- Maintain confidentiality of all customer information.
- Work and assist with Workforce Center (WFC) staff in developing employment training services for customers.
- Attend events, committee meetings, workshops and seminars as required.
- Assist with outreach activities.
- Performs other duties as assigned.

Knowledge, Skills, Abilities:

1. **T**horough knowledge, skills and abilities in providing employment counseling to customers with possible barriers.
2. Knowledge of Federal, State and Local laws and regulations regarding employment.
3. Knowledge, skills and abilities in human relations and strong interpersonal skills.
4. Knowledge, skills and abilities to communicate effectively orally and in writing within and outside the organization.
5. Knowledge of regional labor market conditions, employers and job opportunities.
6. Skills and ability to organize, plan and execute work with minimal supervision.

7. Skills and ability to use computer and related software for work research, meetings, presentations, databases and internet.
8. Skills and ability to present information in workshops, meetings, presentations and events.
9. Ability to maintain confidentiality of all customer information.

Required Qualifications:

Note: Any acceptable combination of education, training and experience that provides the above knowledge, skill and abilities may be substituted.

Training and/or Education:

Bachelor's degree in related field

Experience:

Experience related to counselling, case management, conducting workshops, employment services, interviewing, goal setting, customer service and computer skills.

Licenses or Certificates:

Possess valid driver's license and daily access to transportation.

Work Environment:

Physical Demands:

Work performed primarily in an office setting, sitting at a desk or computer. Requires some walking, standing and regional business travel.

Unusual Demands:

The work involves frequent interruptions and occasional deadline pressure.

FLSE Status: Non-exempt