

SUSQUEHANNA WORKFORCE NETWORK, INC.

POSITION DESCRIPTION

Job Title: Employment Specialist

Summary:

This position is responsible for assisting job seekers in establishing realistic employment goals and providing step-by-step plans to achieve those goals. Tasks include researching employment opportunities and labor market information, counseling, providing resource information, monitoring job seeker progress, and conducting follow-up interviews. This position reports to the Workforce Center Coordinator.

Essential Job Functions:

1. Assists with all Workforce Center activities and services.
2. Conducts workshops and assessments to develop appropriate plans for employment.
3. Interviews job seekers to determine career goals; discusses work history and assesses barriers; assists job seekers in resolving barriers and in developing and maintaining appropriate employability plans which consider the job seekers' needs as well as the needs and expectations of the labor market.
4. Refers job seekers to appropriate employment opportunities and services that may include assessments, workshops, remediation/GED, rehabilitation, job training, and other community services.
5. Assists job seekers with preparing resumes, job searches, and identifying employment opportunities and labor market information; use of word processing and internet required.
6. Enters data in computer system; maintains case records and activities including detailed eligibility documentation.
7. Documents job seeker information for case management, maintains communication with job seekers to address job search concerns.
8. Assists job seekers in developing training requests, determining costs and timelines, researching training vendors for appropriate training programs, and identifying service needs.
9. Attends committee meetings, workshops and seminars as required.
10. Performs other duties as assigned.

Knowledge, Skills, Abilities:

1. Thorough knowledge, skills and abilities in providing employment counseling to all levels of job seekers.
2. Knowledge, skills, and abilities in human relations and strong interpersonal skills.
3. Knowledge, skills and abilities to communicate effectively orally and in writing with job seekers, vendors, county agencies and others within and outside the organization.
4. Knowledge, skills and abilities to use computer and related software for data reporting requirements. Be proficient in Microsoft Office products.

5. Ability and skills to present data and information in workshops and presentations.
6. Knowledge and ability to maintain and protect the welfare, rights and privacy of Workforce Center participants.
7. Skills and ability to organize, plan and execute work with minimal supervision.

Required Qualifications: (Note: Any acceptable combination of education, training, and experience that provides the above knowledge, skills and abilities may be substituted.)

Training and/or Education:

Bachelor's degree in related field.

Experience:

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

Licenses or Certificates:

Must be able obtain certification appropriate for workforce development such as Certified Professional Résumé Writer (CPRW), Global Career Development Facilitator (GCDF), Federal Job Search Trainer and Federal Career Coach, etc.

Work Environment:

Physical Demands:

Work is performed for the most part in an office setting, sitting at a desk or computer. Some walking and standing. Work may involve frequent interruptions.

Unusual Demands:

Possible local business travel may be required.

FLSA Status:

Non-exempt.