

JOB TITLE: Workforce Career Development Specialist EWFD004

DEPARTMENT: Central Savannah River Area Regional Commission; Economic and Workforce Development

JOB SUMMARY: The Workforce Innovation & Opportunity Act Career Development Specialist provides career guidance and counseling after conducting a thorough individual assessment and also provides case management with a focus on helping customers to prepare for employment that leads to self-sufficiency.

MAJOR DUTIES:

- Help customers maintain eligibility for WIOA services by way of attendance, job search and workshop activities.
- Guide job seekers through the career planning with expert advice. Interview customers to gather information on training needs, educational background, work experience, skills, interest and eligibility. Identify outside resources, programs and other services for customers if needed.
- Track the length of time the customer has been with CSRA RC WIOA and make appropriate referral to funder outstation workers when necessary. Works in conjunction with Job Recruiters/Business Services Team to assist customers in securing employment. May provide follow-up after job placement to ensure job retention and the elimination of barriers that may impede job retention.
- Authorize and coordinate supportive services that may include child care, transportation, school supplies etc., and track obligations of funds; assist customers in working with other community and social service organizations by serving as an advocate for the customer; ensures case record documentation is current, accurate, thorough and compliant with the law, regulations, and established policies and procedures; prepare reports related to program activities.
- Maintain existing linkages to community resources and develop new ones to further the goals of the program and the success of customers; provide labor market information to all customers.
- Performs additional duties as assigned.

## KNOWLEDGE REQUIRED BY THE POSITION:

- Knowledge of local, state and federal regulations, laws and policies pertaining to WIA programs.
- Knowledge of the commission's mission, policies, and procedures.
- Knowledge of generally acceptable formats for various reports.
- Knowledge of contract requirements for service providers
- Skill in performing mathematical calculations with accuracy and completeness.
- Skill in establishing and maintaining effective partnerships with co-workers, service providers, and program registrants.
- Skill in operating a computer and standard office equipment.
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- Skill in preparing and presenting various reports.
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- Skill in public and interpersonal relations.
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- Skill in verbal and written communication.

## SUPERVISORY CONTROLS:

The Economic and Workforce Development Director assigns work in terms of general instructions and spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## GUIDELINES:

Guidelines include Workforce Investment Act regulations and advisories, Georgia Department of Labor regulations, Training and Employee Guidance Letters, and commission policies and procedures. These guidelines require judgment, selection, and interpretation in application.

## COMPLEXITY:

The work consists of varied technical and administrative duties. The volume of work to be performed contributes to the complexity of the position.

#### SCOPE AND EFFECT:

The purpose of this position is to assist in the coordination of WIA services. Success in this position contributes to the integrity of the Workforce Investment Act system.

#### PERSONAL CONTACTS:

Contacts are typically with co-workers, employers, officials of other agencies, recipients of direct services, and members of the general public.

#### PURPOSE OF CONTACTS:

Contacts are typically to give and exchange information, to provide services and to resolve problems.

#### PHYSICAL DEMANDS:

The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking or stooping. The employee occasionally lifts light objects.

#### WORK ENVIRONMENT:

The work is typically performed in an office or at monitoring sites.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None

#### MINIMUM QUALIFICATIONS:

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to the occupational field.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Excellent verbal and written communication skills;
- Excellent focus on customer service skills;
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs; Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Experience providing career guidance or counseling preferred.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.