

**DESCRIPTION:** Under limited supervision, develops and promotes One Stop Center employment services to community businesses and coordinates partner activities. Provides job search assistance, preparation and vocational guidance to applicants; performs related work as assigned.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Positions allocated to the Workforce Coordinator class are expected to perform job search assistance tasks typically assigned to the Employment Specialist class in addition to developing and promoting One Stop Center employment services and products and performing various out-reach activities with multiple community interest groups.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do these examples include all the duties that may be assigned.)

Performs case management of clients; researches and recommends clients for intensive and various training services including Re-Employment Services, Workfare, Work Opportunity Tax Credit (WOTC), Rapid Response, Veterans and Workforce Investment Act (WIA) which requires in-depth case management and vocational guidance.

Screens applicants for eligibility for partner programs and utilizes vocational guidance tools to assist applicants with core intensive services; works closely with partners in coordinating services of mutual clients.

Performs job search/matching activities for employers and applicants including registration, job referrals and job development.

Administers assessment instruments (tests, surveys, etc) and other planning tools; interprets results and counsels clients.

Receives and verifies job orders from employers and enters information into various computer programs as needed. Matches qualified applicants to employers' job orders.

Coordinates services with local community development entities to promote community growth. Utilizes various means of technology to provide needed data.

Markets Career Center services to the community and employers; contacts, schedules and conducts visits with employers to explain staff-assisted and self-service service options.

Advocates as business liaison to oversee One Stop Center marketing; coordinates visits, offers special products and markets services to area business community.

Develops and maintains shared employer database and oversees coordination of marketing efforts among partners; promotes cost reimbursable services such as background checks; develops OJT contracts and work experience training opportunities for clients; and performs follow up activities.

Plans, implements and presents workshops relevant to business and job seeker needs; plans and presents presentations at schools, job fairs, etc. and develops informational briefings/presentations to promote

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workforce development services.

Coordinates WIA services with other partners serving clients; assist in obtaining Pell Grants, Rambo, and other funding to facilitate schooling; arrange for payment of books and tuition. Handle federal mandates on client satisfaction measurement; monitor delivery of educational services and develops individual employment plan (IEP) to establish plan for academic and vocational performance.

Performs WIA and/or Employment Services (ES) core services including client registration, eligibility, assessments and employment statistics information.

Conducts presentations and performs out-reach activities through membership on various advisory boards, committees and community organizations.

Performs data entry and retrieval activities for various programs as necessary.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: State and federal employment security laws; equal opportunity laws; vocational counseling or career guidance; case management interviewing procedures and techniques; developing and designing training programs; typical office computer systems.

Skill in: public speaking or communicating with an audience; presenting information clearly using various media.

Ability to: plan and organize work; communicate to disseminate information to a diverse group of people; follow instructions; interact with clients, employers and the public; administer tests and measurements; conduct evaluations; use the Dictionary of Occupational Titles to code applications and job orders; create presentations; manage multiple programs; learn and apply agency rules, policies and procedures.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Post high school coursework or training in social/behavioral sciences, counseling, business, public administration, education, marketing or a related field; or experience in client development and case management including interviewing, research and direct customer service.

**SPECIAL NOTES:**

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).