

DESCRIPTION: Under general supervision, provides job search assistance, research results and labor market information to One Stop Center customers; coordinates vacancy related activities with employers, and provides career enhancement resources and opportunities using independent decision making skills; 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.)

The Employment Specialist class is differentiated from the Workforce Coordinator class by a primary focus on job assistance, testing and vacancy postings for customers and employers. Positions allocated to the Workforce Coordinator class are expected to perform duties typically assigned to the Employment Specialist class in addition to developing and promoting One Stop Center employment services and products and performing various other out-reach activities within the community.

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.)

Provides job search assistance to customers including job referrals, interviewing to determine qualifications, education, training, etc.

Performs initial customer intake to determine program eligibility; codes applications and registers new applicants.

Screens for employer requirements and matches applicants to suitable opportunities.

Files job search listings and matches job seekers to openings; updates files and makes changes.

Provides labor market information and vocational guidance.

Oversees/staffs resource area, updates and maintains new materials; provides guidance and assistance to customers including computer resources/internet sources, resume programs self registration and job leads.

Provides detailed customer assistance in use of software programs; troubleshoots computer related software problems as needed.

Administers specialized clerical testing to determine minimum qualifications for job requirements; records, reports and documents results; provides counseling to applicants on test results and meaning.

Contacts businesses to schedule interviews for applicants; obtains pertinent information for job orders, special job developments, and mass recruitments. Answers questions related to workforce availability, wages and labor/industry trends.

Performs a variety of recruitment activities, including coordination of mass recruiting efforts and job fairs.

Contacts partners and community resources on available programs and resources; participates on community resources panels.

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Assists with special programs and coordination of activities that may include Workfare, Re-Employment Services, Veterans Services, etc.

Provides required statistical reports, report on employment services and respond to inquiries as necessary.

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

Knowledge of: interviewing techniques; the general functions and structure of an employment service program.

Skill in: communicating with others so they will understand; maintaining self control and composure under trying conditions.

Ability to: learn and apply employment service policies and procedures; learn and understand the local and national labor markets; use the Dictionary of Occupational Titles to code applications and job orders; interact with people at all socio-economic levels; conduct interviews; follow instructions; prepare reports.

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

Coursework or training in social/behavioral sciences, business or public administration, education or related field; or experience in public/human services gathering and providing information, interviewing and assessing client needs.

SPECIAL NOTE:

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).