

HEARTLAND WORKS, INC.
Position Description

Job Title: Employment & Training Specialist
Department: Direct Services
Reports To: Director of Training & Development
FLSA Status: Non-Exempt
Prepared Date: 04/30/2018

MISSION

The Employment & Training Specialist is responsible for interviewing career seekers, determining if they are appropriate for official enrollment into funded services, whether they need career counseling, referral to another service provider, or if they are job ready and in need of job referrals. The Employment & Training Specialist uses various paper and software tools to provide services and track progress.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Oversees career counseling and/or enrollment process for career seekers desiring Workforce Innovation and Opportunity Act services and services provided under other potential employment and training related funding sources. Attempts to help career seekers reach their employment goals in the most efficient manner possible.

Interviews career seekers, enrolls appropriate candidates, completes paperwork and electronic processes, and provides any necessary career counseling, such as assistance with preparing resumes and administering assessments. May establish an individual service plan and arrange for training services. May assist career seekers with using various paper or electronic job seeking, career exploration, assessment and testing tools. Directs career seekers to various assessment tools and assist them in using them. Enters enrollments, service outcomes and payment information into electronic systems.

May perform various types of community outreach. May provide workshops on employment and training related topics. Serves as a community resource coordinator for students, career seekers and internal customers, such as partner staff in the workforce development system.

Performs follow up activities to ascertain service effectiveness and to gather required information for reporting requirements

Responsible for tracking and attaining program performance, and makes necessary adjustments to ensure excellent service and performance against grant specified and internally specified goals.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Uses intuition and experience to complement data.

Problem Solving - Identifies and resolves problems in a timely manner; Uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Maintains confidentiality; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar.

Teamwork - Balances team and individual responsibilities; Contributes to building a positive team spirit; Able to build morale and group commitments to goals and objectives.

Quality Management - Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions.

Cost Consciousness - Works within approved budget.

Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics - Treats people with respect; Works with integrity and ethically; upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment.

Professionalism - Approaches others in a tactful manner.

Quantity - Meets productivity standards.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Dependability - Follows instructions, responds to management direction.

Education and/or Experience:

Bachelor's degree in a related field or four years related experience and/or training; or equivalent combination of education and experience.

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual must learn and accurately use Heartland Works' various electronic systems, the KANSASWORKS system, MS Word, MS Excel, MS PowerPoint, MS Explorer and MS Outlook.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

Certifications, Licenses, Registrations:

Must have dependable transportation to the worksite.

Travel:

Occasional travel is required.

I have received, reviewed and understand my position description.

Employee Signature

Date