

WORKFORCE SPECIALIST IDEFINITION

Under supervision, performs responsible entry level duties to assist with a variety of workforce development program functions, including client orientation, data collection /performance monitoring, marketing and outreach, in accordance with Workforce Investment Act (WIA) program guidelines/goals.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Informs job seekers of eligibility criteria and One-Stop Center resources available. Assists higher level staff with determination of applicant eligibility for various workforce development programs, including Welfare-To-Work; orients clients regarding the One-Stop system and use of One-Stop Center resources so that clients may secure and retain employment in accordance with program performance goals. Processes employer job postings to maintain up to date information on jobs available. Assists clients with preparation of resumes, letters of interest and other job search materials. Assists in community outreach activities designed to attract and recruit program participants; makes informational presentations to general public. Assists higher level staff with implementation of One-Stop Center training programs, case management, job development and implementation of clients' employment plans. Uses a computer to track and monitor information such as client status, job placement, employment outreach, program costs and customer satisfaction. Maintains files required by federal regulation and prepares them for audit. Maintains database pertaining to work force development activities; assists with collection and compilation of data; generates reports. May assist with providing staff support to the Workforce Investment Board (WIB). Participates as a team player and applies principles of Total Quality Service in all activities. Performs other duties as required.

DISTINGUISHING FEATURES OF THE CLASS

This is an experienced entry-level generalist classification requiring the application of knowledge and skills gained through specialized instruction and experience. An employee in this class is assigned a wide variety of duties involved in assisting higher level staff; such assignments may be in the Program or the Administrative sections of the One-Stop Center. This class is distinguished from the next higher classification of Workforce Specialist II in that the II functions at the full journey level, with greater independence, scope and complexity of work performed, and greater accountability for meeting program performance standards.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of responsible work experience involving substantial public contact in personnel, human services or workforce development programs. College level coursework in psychology, sociology, counseling, human services, business administration, accounting, public administration and other related subjects may be used in combination with experience to meet the necessary qualifications, or any equivalent combination of training and experience which results in the following knowledge, skills and abilities:

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: workforce development programs; pertinent regulations and documentation requirements for program participation; interviewing methods; resources for providing information on job opportunities and job search assistance; content and formatting of effective resumes and application materials; methods and techniques of community outreach and program marketing; relevant computer applications and software programs.

Skill in: personal computer operation, including the use of Microsoft Office software applications.

Ability to: learn, interpret and explain state and federal guidelines; learn and effectively apply methods of case management; communicate clearly and concisely both orally and in writing; keep and retrieve detailed, accurate records to comply with auditing requirements; collect data, prepare and generate detailed reports; apply principles of Total Quality Service; establish and maintain effective working relationships with program applicants, One-Stop Partners, local business representatives, state and federal agencies, community organizations, co-workers and the general public; use tact and diplomacy when dealing with clients of diverse economic and social backgrounds.

SPECIAL REQUIREMENT

Must possess and retain a valid California Class C driver's license as a condition of employment.

SPECIAL WORKING CONDITIONS

Willingness and ability to work irregular hours, including evenings and weekends as needed.

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DESIRABLE CHARACTERISTICS

The successful performer is proactive and enthusiastic in helping achieve the performance objectives of the One-Stop Center. Well organized and detail oriented, this individual learns and keeps current with state and federal workforce program regulations, maintains accurate records and handles competing priorities efficiently within strict timelines. A team player, the Workforce Specialist I has strong interpersonal skills, uses tact and good judgement, and provides Total Quality Service in all unit operations.

Class title established per Council Resolution No. 2000-060,
effective 9-16-00

ADA approved: 03/03

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