

WORKFORCE SPECIALIST IIDEFINITION

Under general supervision, manages a client caseload and/or performs a wide variety of responsible workforce development program duties to help ensure achievement of Workforce Investment Act (WIA) program goals.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Determines applicant eligibility for various workforce development programs, including Welfare-to-Work; manages a caseload; advises clients of career and training opportunities; develops client's employment plan, and is responsible for client outcomes. Oversees client job search activities and program enrollments; identifies and develops job opportunities appropriate to clients; uses computer to track client progress. Markets services to employers and to job-seekers; conducts employment/job sector workshops; gives presentations and prepares informational materials. Maintains contacts within the business community to provide employers with qualified candidates and to become partners in employers' business growth. Provides assistance to employers in developing programs for laid-off workers. Monitors employment rate/employee retention rate and customer satisfaction rate and develops plans for improvement. Monitors One-Stop Center's eligibility and program files to ensure compliance with federal and state regulations, including Welfare-To-Work regulations; performs site visits, maintains detailed records and writes comprehensive reports on monitoring findings and activities. Collects and compiles data; generates detailed technical reports. Writes articles and prepares publications to communicate purpose and activities of Workforce Investment Board (WIB)/One-Stop Center to the public. Organizes and implements WIB sponsored events. Serves as staff to the WIB. Participates as a team player and applies principles of Total Quality Service in all activities. May assist with training lower level staff. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is the journey level classification in the generalist Workforce Specialist series. Incumbents function with a high degree of independence at the full performance level, manage heavy caseloads, and are prepared to accept assignments in either the Program or Administrative Sections of the One-Stop Center with a minimum of instruction. This class is distinguished from the next lower class of Workforce Specialist I in that the I assists with determining eligibility and managing a client caseload, but unlike the II, is not fully accountable for client achievement of program goals and meeting program standards. This class is distinguished from the next higher classification of Workforce Specialist III in that the III is responsible for the outcomes of a specific program or program component, or for a specific administrative function.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of progressively responsible workforce development program experience. 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: state and federal regulations pertaining to workforce development programs; interviewing techniques and methods of determining program eligibility; employment market in Workforce Investment Area; public and private agencies providing resources to assist with workforce development; methods of case management; methods of data collection and monitoring; methods and techniques of public relations, community outreach and program marketing; job development methods and processes; techniques to obtain labor market data; relevant computer applications and software programs; basic Total Quality Services principles and practices.

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

Ability to: understand, interpret and implement federal and state regulations; organize and effectively manage a heavy and varied caseload to meet program performance standards; coordinate and conduct meetings; make public presentations, both on and offsite; communicate clearly and concisely, orally and in writing; keep and retrieve detailed, accurate records to comply with auditing requirements; collect/compile data and prepare and generate detailed technical reports; establish and maintain effective working relationships with One-Stop partners, local business representatives, state and federal agencies, community organizations, co-workers, clients and the general public; participate as a team player and apply principles of Total Quality Service in all operations; use tact and diplomacy when dealing with clients of diverse economic and cultural backgrounds.

SPECIAL REQUIREMENT

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

SPECIAL WORKING CONDITIONS

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

DESIRABLE CHARACTERISTICS

The successful performer is proactive and enthusiastic in achieving the performance objectives of the One-Stop Center. Knowledgeable, well organized and detail oriented, this individual keeps current with changes in state and federal workforce program regulations, maintains accurate records, and handles competing priorities efficiently within strict timelines. A team player, the Workforce Specialist II 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

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