

CLASSIFICATION TITLE: *Lead Business and Workforce Specialist*

Salary Range: 31

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:

To provide recruitment, assessment, vocational counseling, job placement and outreach services to eligible participants/clients under State and Federal job training programs.

DIRECTLY RESPONSIBLE TO:

Under the immediate supervision of the Director, Business and Workforce Development

SUPERVISION OVER:

None; however, may coordinate the workflow and provide technical assistance to other classified staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks, which may be found in positions within this classification.)

“Lead” Responsibilities:

Provide day to day direction to Business and Workforce Specialist Staff, coordinate staff coverage, review and approve support services, review files for program eligibility, on the job training, work experience and individual training agreements. Coordinate, report and assist with Rapid Response activities, track monthly client expenditure, enrollments and outcomes for performance, attend partner/community meetings to promote WIA services, update and review procedures for WIA activities.

Case Management:

Provides information to the public regarding services; assesses client's suitability and eligibility for services; assesses client's skills and abilities and areas of interest; administers and interprets assessments; develops, recommends, monitors, and maintains an Individual Service Strategy (ISS) for clients; provides career counseling and support services; writes referrals and follows-up on individuals in need of other services within the community; coordinates services and programs; maintains and audits client data; follows-up on client progress and provides supportive services; processes and maintains case files and other required documents.

Job Development and Retention:

Initiates and maintains ongoing personal contacts with a variety of businesses, industry representatives and job placement/training agencies to promote programs for client placement; develops on the job training and work experience sites; collects data from employers related to job orders and assesses the employer's needs; matches job skills with client qualifications; supervises and directs clients' job search activities; furnishes clients with job leads; determines clients' barriers to employment and recommends possible solutions; develops and administers employment workshops; plans and implements job related events; provides job retention and follow-up services to clients and employers; maintains and disseminates current labor market information and available trainings.

Recruitment and Outreach:

Analyzes program and labor market needs; designs and implements marketing plans; coordinates, organizes, and implements special activities to meet the needs of the clients; coordinates and participates in job fairs/job clubs; provides information to potential clients, employers, and trainers regarding various programs and services offered; participates in community events as necessary.

Program Development and Implementation:

Develops agreements and coordinates services with various agencies; develops procedures and executes action plans to meet program goals; participates in the planning of Request for Proposal (RFP) implementation; maintains current level of knowledge of program regulations; develops, implements and follows-up with supervisor and team on individual and program strategic plans.

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Bachelor's degree in a related field or any combination of training and experience which demonstrates ability to perform the duties as described. Verified experience in job training/placement or public relations required. College course work with emphasis in oral and written communication skills is desirable.

Knowledge of:

Principles of marketing and public relations; case management procedures; basic research techniques; method and techniques of job development and client placement; career counseling techniques; community resources and training programs; principles of quality practices and exemplary customer service; English grammar, punctuation, and spelling.

Skill and Ability to:

Effectively market and represent a program, its clients and services; read, interpret and apply complex rules, regulations, guidelines, policies and procedures; assess the interests and aptitudes of clients; recognize the need to refer the client to appropriate resources to remove barriers to employment; assist the client in developing and implementing a suitable employment plan that helps move the jobseeker from current status through any needed employability improvement services, including training and supportive services, into a suitable job; manage cases through placement and retention; use reference material to research; plan and conduct presentations; work cooperatively with partner agencies; work independently and meet timelines; operate in a multi-task environment; utilize time management techniques to organize and prioritize work; interpersonal skills to work cooperatively and effectively with individuals and groups and a diverse population; maintain confidential and sensitive information; effectively communicate in both oral and written form; promote self-sufficiency of clients; maintain accurate records; collect and disseminate information; operate a variety of office equipment, including personal computer.

Physical Requirements:

The usual and customary methods of performing the job functions requires the following physical demands: Occasional lifting up to 25 lbs, carrying, pushing and/or pulling; some stooping, kneeling, crouching; reaching, handling; manual dexterity to operate a telephone and enter data into a computer; facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation; facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation; facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation; facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation; when applicable, facility to determine and differentiate colors with or without reasonable accommodation; when applicable, facility to drive an automobile or to arrange a consistent method of transportation.