

Employment Team Job Description and Customer Flow

Accountable to:

Under the Next Generation Career Center model Employment Team Members will be accountable to the Employment Team Leader who will work in conjunction with the Functional Leader who is responsible for overseeing the day-to-day operations of the Missouri Career Center.

Responsibilities:

1. Conduct one-on-one meetings to determine how the Employment Team can help each customer meet his or her employment goal.
2. Conduct appropriate needs assessments with customers to identify skills, aptitudes, interests, and supportive service needs. Prepare various forms of testing/assessment for customers, including selecting appropriate testing/assessment tools, proctoring tests, and interpreting results for each customer. Identify barriers to employment and identify services that will help address these barriers.
3. Develop Individual Employment Plans with customers that establish appropriate career goals and detail specific plans for Missouri Career Center services, skill development activities, and job search strategies. Update and modify the plan as needed to ensure that customer needs are met.
4. Deliver a variety of employment and skill development services for customers addressing their needs in the areas of education, employment, and supportive services. Deliver these services in both group and one-on-one settings to customers with diverse backgrounds. Maintain a high level of familiarity with the local labor market to ensure that services are aligned with employer and labor market needs.
5. Facilitate and arrange for the customer to attend needed employment seeking activities. This will include arranging for both in-house job search workshops as well as activities (as appropriate) at various community agencies or training institutions. Assist customers with accessing self-help and informational resources as needed in the resource room.
6. Meet one-on-one with customers to develop job search plans and advise them on their job search process. Assist customers with writing and revisions of job search paperwork, including employment application, cover letters, and resumes through workshops. Conduct practice interview and provide networking advice. Assist customers in locating positions of employment in the community, including obtaining job listings and employment ads and notifying clients of employment opportunities. Make job referrals as appropriate based on knowledge of employer requirements. Assists customers with utilizing computers, including internet job listings, career software programs, and printer.

7. Facilitate and deliver workshops and group sessions instructing customers on various job search skills, including use of the Missouri Career Source system, resume writing, interview preparation, internet job search, and other related topics. Work with team members to plan and deliver job club activities for customers.
8. Maintain proper documentation of customer's information, activities, and case notes entered into data information system, ensuring compliance and performance. Oversee and maintain files and computer databases ensuring proper documentation is available to support program eligibility and services received.
9. Maintain knowledge of other community agencies and programs as well as training opportunities offered. Maintain communication with and refer individuals as appropriate to other community and partner agencies as needed.
10. Responsible for eligibility determination needed for intensive or training services.
11. Maintain current knowledge on occupational, educational, and economic information to assist individuals in defining vocational and educational goals. May assist with Rapid Response activities. May travel to various companies to provide training to their workforce, including job search, educational, and occupational information.
12. Attend staff meetings, submit required reports, interpret program information, and make policy and procedural recommendations.
13. Contribute in their team role(s) to ensure Missouri Career Center performance standards are met and/or exceeded, while ensuring compliance with the Federal, State, and NEMO Workforce Investment Board rules and regulations.
14. Answer phone when necessary and serve as backup as needed.
15. Perform other related duties as assigned.

Qualifications:

1. Prefer one year of customer service and professional work experience in the workforce development system or related field.
2. Preferred completion of required workforce certification training program within 12 months of hire date.
3. Ability to work as a member of a functional team that provides employment and skills development services to job seekers.
4. Knowledge of skills and aptitude assessment tests and ability to interpret and analyze test results. Ability to conduct customer interviews seeking information that will assist in identifying service needs.
5. Knowledge of and ability to provide training to customers on resume preparation, proper interviewing skills/conduct, and networking skills. Ability to assist customers with on-line job search activities.

6. Knowledge of and the knowledge of how to obtain local labor market information, including jobs in demand, employer skill expectations, and wages. Ability to organize and present this information to groups of customers and/or to individuals.
7. Ability to effectively deliver workshop curricula on a range of skill development topics. Effective presentation skills will be required to ensure that these curricula are customized as needed to audience needs.
8. Ability to maintain accurate and organized records in an automated case management system. Ability to maintain these records in an on-line, real-time environment.
9. Ability to compile, analyze and evaluate data in order to make suitable determinations and present findings in oral or written form.
10. Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
11. Ability to work alone with minimum supervision and work with others in a team environment. Ability to work rapidly for long periods and work on several tasks at the same time, often under pressure. Ability to meet deadlines for the completion of required activities.
12. Ability to effectively communicate orally and in writing with co-workers, other Missouri Career Center teams, various community organizations, educational institutions, employers, training providers, customers, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.
13. Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
14. Working knowledge of Standard English grammar, spelling, and punctuation, and ability to conduct public presentations and prepare detailed written reports as required.
15. Must possess high school diploma or GED.
16. Must be willing to submit and pass a drug/alcohol test.

Employment Team Process - Customer Flow

