



Job Title	Career Counselor (Military Family Employment Advocate)	██████████	██████████
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Overview:

Under close supervision, this position serves as the primary point of contact to employers to provide them with quality candidate. Provides career counseling and ongoing case management to customers. Within existing rules, provides appropriate level of services that are customized to meet the individual needs of the customers. Serve as the CareerSource Brevard’s designated advocate for the employment of military spouses and families.

Essential Duties and Responsibilities

- Provide and facilitate workforce services to active-duty military spouses and families, including registration, interviewing, assessment, counseling, job referrals, job development referrals, job search and placement assistance, resume assistance, labor market information, employability skills workshops, job clubs, etc. Conduct special targeted workshops designed specifically to meet the needs of military spouses and families.
- Promote the entry of military spouses into education, training (WIOA) and certification/licensure programs, and other critical needs occupations, i.e. healthcare, teaching occupations, etc.
- Through coordination with the Department of Defense (DOD) Family Support/Service Centers and Transition Assistance Programs (TAP), identify military spouses and families for workforce services; direct military spouses and families into Florida's workforce system and available workforce services; contact DOD Spouse Employment Contacts to promote the employment and training of military spouses; attend and participate in Spouses Newcomers Briefings and other special events for military spouses for the purpose of outreach and recruitment for workforce services.
- Contact employers, chambers of commerce, economic development units, Regional Workforce Boards, etc., to promote the Military Family Employment Advocacy Program and develop employment, training, licensure/certification/credentialing opportunities for military spouses and families; facilitate Employer Job Fairs for military spouses and families; serve as a member of the Employer Services Team; work closely with career center leadership and the Regional Workforce Board Public Relations and Outreach Specialist to design and implement an Outreach Plan for Spouses.
- Serve as RWB’s and career center’s liaison with the local military base, National Guard/Reserve units on behalf of military spouses and family employment issues.
- Train career center leadership and staff on the unique employment needs of military spouses and families.
- Responsible for meeting and exceeding all applicable performance measures (i.e., Staff-guided Entered Employment, Employment Retention, etc...).
- Assists in the delivery of services to customers at the Career Center.
- Interviews customers to assess the skills and education levels and overall needs.
- Identifies barriers that would prevent a successful engagement of the customers.
- May determine customer eligibility for program services and activities.
- Initiates as necessary, the assessment and evaluation of customer skills and abilities and interprets the information.
- Develops as necessary, a career plan through the Individual Employment Plan, and ensure the plan includes relevant goals to assist the customers in achieving the career objectives.
- Directs and connects customers to available resources at the Career center or in the community.

- Provides active case management and engage the customers in meaningful and relevant activities and maintains customer contact as required.
- Follows up with customers engaged in activities and as required makes appropriate data entry for recording and tracking customers' progress.
- Follows up with customers referred to employment opportunities (job referrals) and/or educational completion (credentials) regularly.
- Identifies customers' support services needs and provide assistance in a timely manner, or refer customers to other resources in the community; ensures customers have the necessary support to stay engaged and complete assigned activities and successfully placed in employment.
- As necessary, provides customers information on Labor Market and employment trends. Works collaboratively with the Business Service Unit for employment opportunities (i.e. job development, work experience, community service, etc.). Refers customers, as appropriate to other services in the Career Center or community.
- Ensures that services provided to customers are data entered in the appropriate databases using real time data entry.
- Uses systems reports to assist in the management of customers' activities and caseloads.
- Ensures customers are tracked timely and effectively to ensure performance goals are met and exceeded.
- Ensures proper exiting of cases according to policy and procedure.
- Accountable for self-monitoring of caseload and maintaining the accuracy of the data, the integrity of the case file and the confidentiality of the customers' information.
- Maintains quality case files in appropriate case file order with all required documents and with all filing up to date.
- Data enters all services according to policies and procedures in a timely manner and as required by policies and procedures.
- Ensures that customer activities are properly and accurately recorded in the system.
- Escorts customers to the Customer Satisfaction Survey computers prior to leaving the center, if applicable.
- Provides excellent customer service to center customers.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor Degree from an accredited college or university in a related field preferred, and 1 years work related experience, preferably in a field of community/customer relations or workforce development, or
- Associate Degree from an accredited college and 3 years work related experience, preferably in a field of community/customer relations or workforce development or
- High School Diploma or equivalent required and 5 years work related experience, preferably in a field of community/customer relations or workforce development.
- Excellent verbal and written communication skills.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs.
- Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs and outside agencies, as well as the public.
- May be required to utilize a personal automobile for our agency's related business requiring a current

valid driver's license and current automobile liability insurance.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, drive a vehicle, lift/carry 10 pounds of paper, stoop, kneel, talk and hear. Occasional travel required.

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SAMPLE

Job Title	Career Counselor – Transitional Services	██████████	██████████
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Overview:

Under close supervision, this position works collaboratively with career center staff to help identify jobseekers struggling with emotional and social challenges in an effort to coordinate support, success, and well-being of our customers seeking to transition into employment. Within existing rules, provides appropriate level of services that are customized to meet the individual needs of the customers. Position provides one-on-one coaching to job seekers as well as group presentations in an effort to help them transition to employment.

Essential Duties and Responsibilities

- Conducts initial assessments to determine job seekers level of job readiness. Assess customers with a variety of problems, difficulties and life issues associated with the transitioning from long term unemployment to employment. Refers customers to available community mental health resources/specialists for counseling and other support as needed. Works closely with community agencies to conduct customer re-entry assessments.
- Use active listening skills/methods to observe the verbal and non-verbal behaviors and manners of the customer to address internalized thoughts and feelings. Use verbal responses that consist of summarizing, interpreting and clarifying communicated messages.
- Coordinates and/or facilitates specialized wellness & success workshops targeting jobseekers who are long term unemployed, ex-offenders, individuals with disabilities, other underserved populations including but not limited to, individuals experiencing mental health, substance abuse/addiction concerns.
- Approach all customers with respect, self-awareness, cultural awareness and empathy through body language, unbiased verbal and non-verbal techniques.
- Use a coaching (or non-directive) approach to encourage communication, while also providing guidance through assisting with the development and evaluation of decision steps of the customer.
- Advise the customer to help them understand challenges, barriers to employment, define goals and develop realistic action plans. As necessary, work with career center staff to develop a career plan through the Individual Employment Plan, and ensure the plan includes relevant goals to assist the customers in achieving the career objectives.
- Ensures customers have the necessary support to stay engaged and complete assigned activities and successfully placed in employment.
- Strive to achieve highest level of customer satisfaction, including internal customers, participants, and contractor customers. Identify opportunities and recommend actions for continuous improvement in all activities.
- Coordinates and/or facilitates specialized wellness & success workshops targeting jobseekers who are long term unemployed, ex-offenders, other underserved populations including but not limited to, individuals experiencing mental health, substance abuse/addiction concerns.
- Coordinates and/or facilitates relevant staff training on mental health issues.
- Identifies, establishes and maintains a current listing of community resources to meet the needs of the target population.
- Responsible for developing new referral partnerships and maintains collaborative working relationships with community providers in order to refer jobseekers for case management services as needed.
- Responsible for meeting and exceeding all applicable performance measures (i.e., Staff-guided Entered Employment, Employment Retention, etc...).

- Follows up with customers engaged in activities and as required makes appropriate data entry for recording and tracking customers' progress.
- As needed, follows up with customers referred to employment opportunities (job referrals) and/or educational completion (credentials) regularly.
- As necessary, refers customers, as appropriate to other services in the Career Center or community.
- Ensures that services provided to customers are data entered in the appropriate databases using real time data entry.
- Uses systems reports to assist in the management of customers' activities and caseloads.
- Ensures customers are tracked timely and effectively to ensure performance goals are met and exceeded.
- Accountable for self-monitoring of customers served and maintaining the accuracy of the data, the integrity of the case file and the confidentiality of the customers' information.
- Data enters all services according to policies and procedures in a timely manner and as required by policies and procedures.
- Ensures that customer activities are properly and accurately recorded in the system.
- Escorts customers to the Customer Satisfaction Survey computers prior to leaving the center, if applicable.
- Provides excellent customer service to center customers.
- Performs other related duties as assigned.

Skills/Qualifications:

- Must have Master's Degree from an accredited college or university in a social work, mental health or related human services field preferred.
- Must have at least 2 years of professional mental health experience. Experience in additional counseling is preferred.
- Excellent verbal and written communication skills.
- Skilled in the areas of emergency/crisis intervention.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs.
- Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs and outside agencies, as well as the public.
- May be required to utilize a personal automobile for our agency's related business requiring a current valid driver's license and current automobile liability insurance.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, drive a vehicle, lift/carry 10 pounds of paper, stoop, kneel, talk and hear. Occasional travel required.

Job Title	Career Counselor		

Overview:

Under close supervision, this position serves as the primary point of contact to employers to provide them with quality candidate. Provides career counseling and ongoing case management to customers. Within existing rules, provides appropriate level of services that are customized to meet the individual needs of the customers.

Essential Duties and Responsibilities

- Responsible for meeting and exceeding all applicable performance measures (i.e., Staff-guided Entered Employment, Employment Retention, etc...).
- Assists in the delivery of services to customers at the Career Center.
- Interviews customers to assess the skills and education levels and overall needs.
- Identifies barriers that would prevent a successful engagement of the customers.
- May determine customer eligibility for program services and activities.
- Initiates as necessary, the assessment and evaluation of customer skills and abilities and interprets the information.
- Develops as necessary, a career plan through the Individual Employment Plan, and ensure the plan includes relevant goals to assist the customers in achieving the career objectives.
- Directs and connects customers to available resources at the Career center or in the community.
- Provides active case management and engage the customers in meaningful and relevant activities and maintains customer contact as required.
- Follows up with customers engaged in activities and as required makes appropriate data entry for recording and tracking customers' progress.
- Follows up with customers referred to employment opportunities (job referrals) and/or educational completion (credentials) regularly.
- Identifies customers' support services needs and provide assistance in a timely manner, or refer customers to other resources in the community; ensures customers have the necessary support to stay engaged and complete assigned activities and successfully placed in employment.
- As necessary, provides customers information on Labor Market and employment trends. Works collaboratively with the Business Service Unit for employment opportunities (i.e. job development, work experience, community service, etc.). Refers customers, as appropriate to other services in the Career Center or community.
- Ensures that services provided to customers are data entered in the appropriate databases using real time data entry.
- Uses systems reports to assist in the management of customers' activities and caseloads.
- Ensures customers are tracked timely and effectively to ensure performance goals are met and exceeded.
- Ensures proper exiting of cases according to policy and procedure.
- Accountable for self-monitoring of caseload and maintaining the accuracy of the data, the integrity of the case file and the confidentiality of the customers' information.
- Maintains quality case files in appropriate case file order with all required documents and with all filing up to date.
- Data enters all services according to policies and procedures in a timely manner and as required by policies and procedures.
- Ensures that customer activities are properly and accurately recorded in the system.

- Escorts customers to the Customer Satisfaction Survey computers prior to leaving the center, if applicable.
- Provides excellent customer service to center customers.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor Degree from an accredited college or university in a related field preferred, and 1 years work related experience, preferably in a field of community/customer relations or workforce development, or
- Associate Degree from an accredited college and 3 years work related experience, preferably in a field of community/customer relations or workforce development or
- High School Diploma or equivalent required and 5 years work related experience, preferably in a field of community/customer relations or workforce development.
- Excellent verbal and written communication skills.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs.
- Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs and outside agencies, as well as the public.
- May be required to utilize a personal automobile for our agency's related business requiring a current valid driver's license and current automobile liability insurance.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, drive a vehicle, lift/carry 10 pounds of paper, stoop, kneel, talk and hear. Occasional travel required.

Job Title	Career Pathway Coordinator		

Overview:

Under limited supervision and direction, this position is responsible for planning, organizing and directing the activities associated with the Pre-Apprenticeship & Apprenticeship program.

Essential Functions

Direct Customer Support

- Leads programmatic outreach & recruitment efforts
- Works closely with other career center staff & Center Supervisors/Managers, Program Manager, Board partner lead on project(s), and businesses associated with program.
- Determines eligibility of customers interested in participating in programs such as the Aero-flex program under the Workforce Innovation and Opportunity Act (WIOA)
- Will provide program orientation, Soft Skills, and other pre-employment training to customers interested in program
- As needed, coordinate required career assessments
- Assists in the delivery of workforce services to customers at the Career Center
- Interviews customers to assess the skills and education levels and overall needs
- Initiates, as necessary, the assessment and evaluation of customer skills and abilities and interprets the information
- Develops, as necessary, a career plan through the Individual Employment Plan, and ensures the plan includes relevant goals to assist the customers in achieving the career objectives.
- Maintains participant files & provides active case management and engage the customers in meaningful and relevant activities and maintains customer contact as required
- Follows up with customers engaged in workforce activities and as required makes appropriate data entry for recording and tracking customers' progress
- Follows up with customers referred to employment opportunities (job referrals) and/or educational completion (credentials) regularly
- Identifies customers' support services needs and provides assistance in a timely manner, or refer customers to other resources in the community; ensures customers have the necessary support to stay engaged and complete workforce activities and successfully placed in employment
- As necessary, provides customers information on Labor Market and employment trends, and refers them to the Business Service Unit for employment opportunities (i.e., job development, work experience, community service, etc.); refers customers, as appropriate to other services in the Career Center or community
- Uses reports from Employ Florida (EF) to assist in the management of customers' activities and caseload (i.e. EF Inactive report etc.)
- Ensures proper exiting of cases according to policy and procedure
- Registers participants in training portal associated with the pre-apprenticeship/apprenticeship as needed.

- Will maintain and update master tracking/other local scorecard reports and provide monthly and as needed status report
- Accountable for self-monitoring of caseload and maintaining the accuracy of data, the integrity of the case file and the confidentiality of the customers' information
- Provides excellent customer service to Center customers
- Establishes positive and trusting relationships with student participants
- Helps to foster student accountability, self-advocacy, self-awareness, and effective use of resources
- Performs other duties as assigned

Coordination and Communication

- Responsible for meeting and exceeding applicable performance measures
- Identifies barriers that would prevent a successful engagement of the customers
- May determine customer eligibility for program services and activities
- Directs and connects customers to available resources at the Career Center or in the community
- Ensures customers are tracked timely and effectively to ensure performance goals are met and exceeded
- Strengthens connection with adult education and workforce programs on campus and in the community
- Communicates regularly with key staff at community partner organizations and work

Administration

- Ensures that services provided to customers are data entered in the appropriate databases using real time data entry
- Data enters all services according to policies and procedures in a timely manner and as required by policies and procedures
- Provide specialized assistance and information concerning career planning and college entrance to students, parents, staff, and community agencies. Performs other related duties as assigned.
- Understands the ETPL (eligible training provider list system), and labor market information systems and resources.

Skills/Qualifications:

- Bachelor Degree from an accredited university or college in a relevant field of study, or
- Under Special Approval, Associate Degree from an accredited college or university in a relevant field of study, and two (2) years of work experience in the public or private sector, preferably in youth development
- Public speaking experience.
- Basic knowledge of cultural and environmental factors affecting disadvantaged groups
- Basic knowledge of availability of community resources and supportive services that families can access
- Must have considerable skill in interviewing techniques.
- Excellent verbal and written communication skills.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs.
- Familiarity with the communities being served, with knowledge and understanding of local needs and resources.



- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs and outside agencies, as well as the public.
- May be required to utilize a personal automobile for our agency’s related business requiring a current valid driver’s license and current automobile liability insurance.
- Bilingual in English and Spanish preferred.

Required Continuing Education and Professional Development

Participation in required annual professional development and continuing education activities are required for this position at a rate of 24 continuing education units (CEU) annually.

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 stand, walk, sit, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. frequent travel required.

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[REDACTED]	[REDACTED]	[REDACTED]

SAMPLE

Job Title	Customer Solutions Facilitator	██████████	████████████████████
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Overview:

Under general supervision, provides exceptional customer service, conducts workshops, orientations and other duties as assigned that provide assistance to universal and program participants

Essential Duties and Responsibilities

- Works with career center leadership providing input on ideas, methods and observations that will ensure continuous improvement of workshops, orientations and exceptional customer service.
- Provides a clear description of the role of the facilitator to participants and the benefits of information that will be presented.
- Uses various tools and techniques to structure and facilitate group discussions.
- Develops strategies for constructively dealing with conflict and encouraging effective group behaviors.
- Creates specific facilitation strategies to improve the overall effectiveness of presentations.
- Creates environment where everyone is encouraged to participate, understand one another's point of view and shares responsibility in attaining goals.
- Presents workshops that are motivating and engaging that will provide participants positive outcomes and accomplish desired results.
- Presents orientations in a manner that is welcoming, encouraging and informative on programs and services.
- Conducts and interprets assessment results.
- Helps to develop career pathways and assists in referrals to employment opportunities.
- Collects and provides information on labor market needs, educational opportunities, employment resources, and support services to customers.
- Data enters all services according to policies and procedures accurately and in real time (as service is provided to customer) in the appropriate systems. Ensures that all information on application is correct and correctly entered in the system.
- Identifies community resources and establishes linkages to assist customers with specific needs.
- Contributes to the Career Center performance goals, including customer service.
- Collaborates with all Career Center staff to ensure customers have a meaningful experience.
- Encourages customers to take Customer Satisfaction Surveys prior to leaving the center, if applicable.
- Provides exceptional customer service.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor Degree from an accredited college or university in a related field of study preferred and 1 years work related experience, preferably in a field of workforce development and customer service, or
- Associate Degree from an accredited college and 3 years work related experience, preferably in a field of workforce development and customer service, or
- High School Diploma or equivalent required and 5 years work related experience, preferably in a field of workforce development and customer service.
- Knowledge of workforce development is preferred.
- Excellent verbal, presentation skills, and written communication skill required.

- Must have experience public speaking preferably in facilitating workshops, trainings or orientations.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Possesses computer skills, with specific experience using word processing, PowerPoint, Visio and spreadsheet software programs, including Excel and Access.
- Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs and outside agencies, as well as the public.
- May be required to utilize a personal automobile for our agency's related business requiring a current valid driver's license and current automobile liability insurance.
- Bilingual in English and Spanish strongly preferred.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required. Flexible hours may be required.

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Job Title	Customer Solutions Representative	██████████	████████████████████
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Overview:

Under close supervision, this position is the primary point of contact to customers. The position is responsible for providing assistance to all participants, including those directed to self-service in the resource rooms. Responsible for assisting job-seekers with career development activities designed to link them with employment. Provide exceptional customer service.

Essential Duties and Responsibilities

- Responsible for meeting and exceeding all applicable performance measures (i.e., Staff-guided Entered Employment, Employment Retention, etc...).
- Interviews customers to record and assess employment information to determine customer’s career development opportunities and needs.
- Educates customers on center services including the job seeker tools available, self-directed job search/match, typing tutorials, resume programs, workshops, etc.). May assist customers with the job matching system registration and ensures registrations are properly completed.
- Conducts job matches and refers qualified job seekers to employers.
- Works closely with the Business Solutions Representative and Career Center staff regarding employer communications to discuss ways to improve services and meet labor market needs more effectively.
- May outreach Reemployment customers using job matching system.
- May conduct and interpret assessment results, develop a career pathway and assist in referrals to employment opportunities.
- Collects and provides information on labor market needs, educational opportunities, employment resources, and support services to customers.
- Data enters all services according to policies and procedures accurately and in real time (as service is provided to customer) in the appropriate systems. Ensures that all information on application is correct and correctly entered in the system.
- Identifies community resources and establishes linkages to assist customers with specific needs.
- May coordinate the employee’s job readiness activities to ensure that it supports the work experience by providing interviewing techniques, application completion process and appropriate dress attire. May facilitate or assist in facilitating job readiness sessions.
- Contributes to the Career Center performance goals, including customer service and follow up.
- Collaborates with all Career Center staff to ensure customers have a meaningful experience.
- Escorts customers to the Customer Satisfaction Survey computers prior to leaving the center, if applicable.
- Provides exceptional customer service.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor Degree from an accredited college or university in a related field preferred, and 1 years work related experience, preferably in a field of community/customer relations or workforce development, or
- Associate Degree from an accredited college and 3 years work related experience, preferably in a field of community/customer relations or workforce development or
- High School Diploma or equivalent required and 5 years work related experience, preferably in a field of community/customer relations or workforce development.
- Knowledge of workforce development is preferred.

- Excellent verbal and written communication skills.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs, including Excel and Access.
- Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs and outside agencies, as well as the public.
- May be required to utilize a personal automobile for our agency's related business requiring a current valid driver's license and current automobile liability insurance.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required. Flexible hours may be required.

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SAMPLE

Job Title	Administrator, Human Resource		

Overview:

Under general supervision, this position provides all Human Resource services for office and remote locations. Performs salary administration, recruiting, staffing and benefit liaison functions. Coordinates training, benefits, employee services, employee relations and employee health care. Ensures compliance with all labor laws and corporate guidelines. The Human Resource Administrator maintains and enhances the organization's human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices at the contract level.

Essential Duties and Responsibilities

- Strives to ensure employee understanding of benefits programs by regularly generating communication and counseling employees/dependents as situations arise. Resolves employee complaints related to health and welfare plans.
- Recruits for open positions and performs the full life cycle of recruiting activities including sourcing and screening applicants, maintaining recruiting systems, drafting offer letters, providing follow-through with candidates, supporting hiring managers, and reporting recruiting statistics.
- Conducts new employee on-boarding process to ensure employees gain an understanding of benefit plans and enrollment provisions. Counsels employees (and potential employees/applicants) on plan provisions so that individuals can make informed benefit decisions.
- Interprets and explains company personnel policies, benefits, and procedures to employees or job applicants.
- Processes, verifies, and maintains documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.

Monitors the administration of the leave of absence and certifies leaves of absence.

- Conducts exit interviews and ensure that necessary employment termination is completed.
- Answers questions regarding examinations, eligibility, salaries, benefits, and other pertinent information.
- Examines employee files to answer inquiries and provide information for personnel actions.
- Gathers personnel records from other departments or employees.
- Requests information from law enforcement officials, previous employers, and other references to determine applicants' employment acceptability.
- Maintains current knowledge of Equal Employment Opportunity (EEO) and laws, such as the Americans with Disabilities Act (ADA).
- Prepares and maintain employment records.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor degree from an accredited university or college in a relevant field of study and 2 years of work experience in Human Resources/Employee Relations, or
- Associate Degree from accredited college with 3 years of experience working with a public or private sector, preferably Human Resources/Employee Relations.
- Strong leadership skills; ability to motivate staff and provide guidance to staff, management and leadership.
- Strong interpersonal skills; ability to communicate effectively and interact with all stakeholders;

- Strong knowledge of effective management techniques and practices, including: planning, implanting and assessing results.
- Excellent communication skills, ability to deal with candidates and employees at all levels.
- Strong attention to detail and good interpersonal skills.
- Strong decision making and problem solving skills.
- Ability to multi-task in fast-paced dynamic environment.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel and talk and hear. Occasional travel required.

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SAMPLE



Job Title	Job Developer	Department	

Overview:

Serves as the point of contact between the Workforce system programs and Employers. Provides career counseling and specialized job search assistance and job development to individual workforce system customers. Provide exceptional customer service to all workforce system users.

Essential Duties and Responsibilities

- Responsible for developing quality unpaid Community Work Experience Program (CWEP)/work experience opportunities and transitional job opportunities for customers enrolled in targeted programs throughout the entire region.
- Works closely with Business Services Unit to develop paid work based training opportunities.
- Actively manage & maintain the region’s unpaid CWEP/work experience MOUs and database.
- Responsible for the obtainment of programmatic agreements for CWEP and work experience assignments for targeted programs as needed.
- Responsible for conducting on-site visits for customers engaged in CWEP and other paid work based training assignments for targeted populations as necessary.
- Responsible for meeting and exceeding all employer applicable performance measures.
- Works in coordination with Career Counselors and participants to evaluate participants’ job readiness & determines appropriate placement opportunity.
- Coordinates the Summer Youth Program and other targeted recruitment/placement efforts.
- Assists in the delivery of workforce services to customers at the Career Center.
- Interviews customers to assess skills, education levels and employment needs.
- Identifies barriers that would prevent successful employment of customers.
- May determine customer eligibility for program services and activities.
- Initiates, as necessary, the assessment and evaluation of customer skills and abilities and interprets the information.
- Follows up with customers engaged in workforce activities and as required makes appropriate data entry for recording and tracking customers’ progress.
- Follows up with customers referred to employment opportunities (job referrals) and/or educational completion (credentials) regularly.
- Uses reports from EF/OSST to assist in the management of customers’ activities and caseloads.
- Ensures customers are tracked timely and effectively to ensure the employer's performance goals are met and exceeded.
- Accountable for self-monitoring of caseload and maintaining the accuracy of the data, the integrity of the case file and the confidentiality of the customers’ information.
- May assist employers in recruiting, screening and referring qualified applicants to meet employer hiring needs.
- Records all services according to policies and procedures accurately and timely as service is provided to the customer in the appropriate systems (EF, OSST, etc.)
- Works with customers who are exiting training in an effort to facilitate their training related placements.
- Utilizes the Employ Florida system and stays abreast of job openings.
- Announces employer requests to center staff, as appropriate
- Conducts follow-up services on all referrals made to employers.
- Reviews Employ Florida registrations and update them as appropriate.
- Understands labor market information, provides the information in multiple formats to a diverse audience and extract as necessary, relevant data for customers’ needs.
- Uses workforce resources efficiently to achieve goals and meet performance measures.
- Escorts customers to the Customer Satisfaction Survey computers prior to leaving the center, if applicable.



- Provides excellent customer service to center customers.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor Degree from an accredited university or college in a relevant field of study, or
- Associate Degree from an accredited college or university in a relevant field of study, and two (2) years of work experience in the public or private sector, preferably in workforce development, or
- High School Diploma or equivalent from an accredited educational institution with four (4) years of work experience in the public or private sector, preferably in workforce development.
- Excellent verbal and written communication skills.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs.
- Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs and outside agencies, as well as the public.
- Will be required to utilize a personal automobile for our agency’s related business requiring a current valid driver’s license and current automobile liability insurance.
- Must be organized and detail oriented.
- Bilingual in English and Spanish strongly preferred.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, drive a vehicle, lift/carry 10 pounds of paper, stoop, kneel, talk and hear.

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Job Title	Job Developer		

Overview:

Serves as the point of contact between the Workforce system programs and Employers. Provides career counseling and specialized job search assistance and job development to individual workforce system customers. Provide exceptional customer service to all workforce system users.

Essential Duties and Responsibilities

- Responsible for developing quality work experience opportunities and transitional job opportunities for customers enrolled in targeted programs throughout the entire region.
- Works closely with Business Services Unit to develop paid work based training opportunities.
- Responsible for conducting on-site visits for customers engaged in work based training assignments for targeted populations as necessary.
- Responsible for meeting and exceeding all employer applicable performance measures.
- Works in coordination with Career Counselors and participants to evaluate participants' job readiness & determines appropriate placement opportunity.
- Coordinates the targeted recruitment/placement efforts for individuals that meet assigned funding population.
- Assists in the delivery of workforce services to customers at the Career Center.
- Interviews customers to assess skills, education levels and employment needs.
- Identifies barriers that would prevent successful employment of customers.
- May determine customer eligibility for program services and activities.
- Initiates, as necessary, the assessment and evaluation of customer skills and abilities and interprets the information.
- Follows up with customers engaged in workforce activities and as required makes appropriate data entry for recording and tracking customers' progress.
- Follows up with customers referred to employment opportunities (job referrals) and/or educational completion (credentials) regularly.
- Uses reports from EF/OSST to assist in the management of customers' activities and caseloads.
- Ensures customers are tracked timely and effectively to ensure the employer's performance goals are met and exceeded.
- Accountable for self-monitoring of caseload and maintaining the accuracy of the data, the integrity of the case file and the confidentiality of the customers' information.
- May assist employers in recruiting, screening and referring qualified applicants to meet employer hiring needs.
- Records all services according to policies and procedures accurately and timely as service is provided to the customer in the appropriate systems (EF, OSST, etc.)
- Works with customers who are exiting training in an effort to facilitate their training related placements.
- Utilizes the Employ Florida system and stays abreast of job openings.
- Announces employer requests to center staff, as appropriate
- Conducts follow-up services on all referrals made to employers.
- Reviews Employ Florida registrations and update them as appropriate.
- Understands labor market information, provides the information in multiple formats to a diverse audience and extract as necessary, relevant data for customers' needs.
- Uses workforce resources efficiently to achieve goals and meet performance measures.
- Escorts customers to the Customer Satisfaction Survey computers prior to leaving the center, if applicable.
- Provides excellent customer service to center customers.
- Performs other related duties as assigned.



Skills/Qualifications:

- Bachelor Degree from an accredited university or college in a relevant field of study, or
- Associate Degree from an accredited college or university in a relevant field of study, and two (2) years of work experience in the public or private sector, preferably in workforce development, or
- High School Diploma or equivalent from an accredited educational institution with four (4) years of work experience in the public or private sector, preferably in workforce development.
- Excellent verbal and written communication skills.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs.
- Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs and outside agencies, as well as the public.
- Will be required to utilize a personal automobile for our agency’s related business requiring a current valid driver’s license and current automobile liability insurance.
- Must be organized and detail oriented.
- Bilingual in English and Spanish strongly preferred.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, drive a vehicle, lift/carry 10 pounds of paper, stoop, kneel, talk and hear.

Job Title	Manager, Data Analysis, Reporting and Quality Assurance	██████████	██████████ ██████████
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Overview:

Under direction, this position is responsible for collecting, compiling and analyzing performance data for the organization. The information must be collected from all data resources and related information systems. The information must be accessible to all management staff, actionable and practical for performance purposes. The individual must be able to provide technical assistance and training to a wide audience including front line staff and management, individually or in a group setting. The individual must be able to assist management in making operational decisions that positively impact customer service and performance. Provides center staff technical assistance to identify workforce system improvement opportunities as well as training needs.

Essential Duties and Responsibilities

- Uses all databases, management information systems and related ad hoc reporting systems and tools to extract, compile, analyze and interpret performance data.
- Directly supervises Program Managers, ensures QA department goal and objectives.
- Uses standard industry data collection methods to monitor and evaluate performance.
- Creates and uses additional outside resources including: ad hoc reports to collect and analyze data and utilizes that data to develop strategies and validate effectiveness of performance.
- Monitors performance data on a daily, regular and ongoing basis and appraises management and staff of potential issues and problems.
- Forecasts performance to plan methods and strategies to ensure that the contract exceeds or meets all performance measures.
- Conducts weekly analysis on high risk indicators and appraises the management members of performance status.
- Works with the Board Performance Department on any Performance Improvement Plans (PIPs) or Corrective Action Plans (CAPs) or Technical Assistance Plans (TAPs).
- Develops additional new tools for tracking organization, center, and individual performance and sets up a system on timely and accurate tracking of performance.
- Submits reports to management and staff on a timely basis and contributes in the development of corrective action to remedy deficiencies and meet contracted performance measures.
- In collaboration with management, develops and provides technical assistance and training to staff related to performance data, data entry and proper logging of customer activities in the system.
- Interprets policies and procedures to ensure proper understanding of performance rules, develop training on said rules and communicate to staff about changes/new applications of the rules.
- Ensures compliance with performance rules and regulations in relation to data to meet contracted goals and trains others in the effective use of information and interpretation of the reports.
- Develops desk aids to facilitate understanding of performance and compliance with data performance rules and regulations.
- Develops additional tools to capture all necessary and pertinent data on customer activities to improve customer service and meet contracted performance measures.
- Participates in the planning and implementation of workforce program services and ensures the timely and accurate data entry by staff.

- Oversees and ensures: the review and processing of data integrity (DINT) requests; the review and processing of deletion requests; and the review and processing of merge requests of customer records and change of customer social security number requests in relevant databases (i.e., EF, OSST).
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor degree from an accredited university or college in a relevant field of study and five (5) years of work experience, in the public or private sector, preferably in workforce development, at the state, board or contractor level; three (3) years must be in a supervisory or management capacity, or
- Associate Degree from accredited college with seven (7) years of work experience, in the public or private sector, preferably in workforce development, at the state, board or contractor level; three (3) years must be in a supervisory or management capacity, or
- High School Diploma or equivalent from an accredited educational institution with nine (9) years of work experience, in the public or private sector, preferably in workforce development, at the state, board or contractor level; three (3) years must be in a supervisory or management capacity.
- Prefer knowledge of workforce development programs, economic development, business intelligence, business trends and project management experience.
- Prefer work experience in a performance based environment, public or private sector, the ability to analyze and interpret information and data and provide relevant feedback for action.
- Strong leadership skills (i.e., ability to motivate and provide guidance to staff and management).
- Strong interpersonal skills (i.e., ability to communicate effectively and interact with all stakeholders) and the ability to develop solutions.
- Strong knowledge of effective management techniques and practices, including: planning, developing and implementing strategies and assessing results
- Exceptional analytical skills required
- Excellent computer skills, including researching, compiling and interpreting data.
- Ability to work with complex and extensive databases; ability to identify deficiencies.
- Ability to use statistical methods to analyze and interpret information and data.
- Extensive knowledge of workforce information systems, OSST, EF, FLORIDA, and other relevant management information systems
- This position is in the CareerSource Brevard service delivery area. A Manager of Data Analysis and Reporting must be able to relocate anywhere in the service delivery area
- Ability to document details, communicate information in a clear, non-technical way to management and provide technical assistance.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required.

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Job Title	Manager, Fiscal Operations		

Overview:

Under direction, this position is responsible for managing and directing all financial activities of the Fiscal Operations department. This position is a “hands on” position which requires the Manager to perform several of the duties under his/her control. Duties include the development of budgets, initiation of budget amendment requests, tracking contract expenditures, financial reporting, and interfacing with contract auditors and monitors. Performs advanced accounting work and supervises the work of others. Supervises the development and continuous improvement of financial processes as well as the development of systems for financial tracking and monitoring. Recommends improvements to increase efficiencies and improvement of internal controls of the financial and accounting functions. The position has the primary responsibility for monitoring the contract’s budget and expenditures to ensure compliance with federal, state, local policy and requirements and manage expenditure levels effectively. This position must maintain an understanding of the various funds/programs included in the contract.

Essential Duties and Responsibilities

- As a member of the management team, provides financial guidance to the Managing Director and other members of the management team on a regular, ongoing, and as needed basis.
- In charge of all fiscal transactions.
- Manages the funds, directs all financial activities and supervises the work of the Fiscal Operations department.
- Oversees the procurement of goods and services in compliance with established policies and procedures.
- Sets benchmarks for all expenditures and as necessary, makes adjustments to meet all contractual obligations and agreed upon benchmarks
- Serves as the primary contact with the CFO and financial team of respective contract.
- Develops budgets; initiates budget amendment request and tracks expenditures effectively and timely (budgeting and financial reporting must segregate costs by funding streams).
- Will work hand in hand with the CFO or designee to address and resolve financial and/or contractual matters.
- Manages the preparation of financial reports and related fiscal documents.
- Establishes an appropriate reporting system, maintains all accounting systems, and develops accounting procedures according to the rules and regulations and applicable local, state and federal guidelines.
- Analyzes and manages the biweekly/monthly expenditures and reports, and provides timely and accurate information on the status of contracted funds.
- Conducts the continuous review and analysis necessary in controlling expenditure of funds, and provides management with forecasts of expenditures for the remaining period.
- Will be responsible for development and implementation of internal controls to ensure compliance with and protection of all respective contract funds management requirements.
- As necessary, develops tools for tracking and reporting purposes; reconciles all accounting records accurately and develops monthly and yearly close out reports timely; ensures accurate tracking of career center budgets and, in collaboration with the management and leadership teams, takes appropriate action to control over/under expenditures.
- Oversees payroll processes and administration and directs the resolution of all outstanding matters.



- Interfaces with auditors and monitors and acts as the lead staff in resolving all outstanding matters as related to Fiscal Operations.
- Provides support to the CFO, as required and necessary.
- Provides technical assistance to the management team.
- May develop invoices and track reimbursements.
- Ensures that financial documents are properly filed and secured.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor’s degree from an accredited college or university with an emphasis in accounting, finance or business administration. Minimum of five (5) years of accounting experience required, of which 3 years must be in a supervisory capacity, in a governmental or workforce development environment strongly preferred. Certified Public Accountant (CPA) or progress toward CPA preferred.
- Knowledge of budget control methods, fiscal policies and procedures, and applicable federal, state, and local laws and regulations pertaining to financial operations of respective contracts.
- Knowledge of workforce development and government grant management.
- Knowledge of Generally Accepted Accounting Principles (GAAP) required.
- Knowledge of the Financial Manual for Grants and Contracts (FMGC) required.
- Knowledge and experience with governmental accounting required.
- Proven ability to supervise staff, to plan and coordinate financial programs, to develop and update procedures and coordinate complex accounting operations, to interpret laws and regulations, and to interpret and apply advanced accounting theory.
- Knowledge of MIP Accounting Software is highly desirable.
- Ability to use Microsoft Office suite software.
- Strong interpersonal and communication skills in writing, editing, speaking, and listening required.
- Understanding of audit processes and requirements.
- Ability to use computers and other office equipment.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required.



Job Title	Manager, Career Center		

Overview:

Under direction, this position oversees all the operations and the service delivery system of the Career Center and provides guidance to staff on the implementation of workforce development programs. The position ensures that staff provide quality customer service, facilitates the provision of programmatic services, and provides executive, managerial and administrative leadership to carry out directives. The position is responsible for all career center performance, the proper implementation of procedures and activities and the overall effective operation of the career center in compliance with all applicable Federal, State, and Local standards. The position develops solutions, makes recommendations for improvement, participates in problem resolution and is accountable for all system and staff performance. The position is responsible for the career center budget, customer and staff safety and the proper accounting of all assets and records.

Essential Duties and Responsibilities

- Oversees the day-to-day operations and activities in the career center including the efficient delivery of all services to customers.
- Manages the career center according to established policies and procedures.
- Accountable for meeting and exceeding contracted performance measures and works with allotted budget to serve customers and meet expenditure benchmarks.
- Identifies training and technical assistance needs for staff and provides and/or facilitates the provision of necessary tools/resources to accomplish goals
- Advises, mentors, trains and motivates staff to achieve the career center goals and serves customers with the most appropriate level of service; maintains effective and ongoing communication with all staff and partners.
- Reviews performance information and in collaboration with the management team, develops strategies and action plans to meet established goals.
- Is resourceful and takes initiatives as appropriate to meet the needs of customers (instills respect, professionalism, customer engagement and accountability in staff when dealing with internal and external customers).
- Ensures the safety and security of customers and staff and enforces established rules for the security of the facility and all its content.
- Ensures customer information remains confidential at all times and maintains the integrity of all records at the career center.
- Handles customer complaints in the most professional manner and according to established guidelines; seeks resolution within acceptable timeframes
- Handles multiple priorities and remains effective under pressure.
- Collaborates with all system stakeholders, develops partnerships and maintains meaningful relationships for the benefit of our customers; may act as a liaison to community organizations.
- As a member of the management team, convenes staff and teams to review the effectiveness of the service delivery system and the efficient use of resources and makes recommendations for improvement to the career center and throughout the system; develops a team approach to problem resolution.
- Complies with and enforces all company human resources policies and procedures; evaluates staff and makes recommendation for action.

- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor degree from an accredited university or college in a relevant field of study and five (5) years of work experience, in the public or private sector, preferably in the field of workforce development; three (3) years must be in a supervisory or management capacity, or
- Associate Degree from an accredited college with seven (7) years of work experience, in the public or private sector, preferably in the field of workforce development; three (3) years must be in a supervisory or management capacity, or
- High School Diploma or equivalent from an accredited educational institution with nine (9) years of work experience, in the public or private sector, preferably in the field of workforce development; three (3) years must be in a supervisory or management capacity.
- Prefer knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Prefer work experience in a performance based environment public or private, the ability to analyze and interpret information and data and provide relevant feedback for action.
- Strong leadership skills, ability to motivate staff and provide advice to management.
- Strong interpersonal skills (ability to communicate effectively and interact with all stakeholders).
- Ability to develop strategies and solutions.
- Strong knowledge of effective management techniques and practices, including: planning, strategy development and implementation, assessment of outcomes and accountability.
- A Career Center Manager must be able to relocate anywhere in the service delivery area.
- Valid driver's license with good driving record.
- Must be organized and detail oriented

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 stand, walk, sit, use hand for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required.

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Job Title	Managing Director		

Overview:

Under general direction, this position is responsible for the overall management of the contract and directing the day to day operations of the Career Centers to achieve company goals and objectives and meet all contractual obligations.

Essential Duties and Responsibilities

- Directs the overall management of workforce contracts, including the management of the budget to meet contractual obligations.
- Initiates, develops and implements strategies to meet/exceed performance measures and reports on progress.
- Provides leadership and effectively manages all staff assigned to the contract.
- Communicates effectively with all system stakeholders; develops and maintains professional relationships with CareerSource Brevard Staff, community-based organizations, etc. to meet contractual obligations.
- Works closely with CareerSource Brevard Staff to ensure that medium and long-term strategies are in place to achieve the mission of CareerSource Brevard.
- Initiates, develops and implements plans, policies, procedures and directives authorized by the leadership Team and CareerSource Brevard.
- Ensures the delivery of services in compliance with federal, state, and local rules and regulations.
- Maintains a working knowledge of significant developments and trends in the workforce industry.

Executive Management

- Assists the President/CEO and the Leadership Team in the development and implementation of medium and long-range plans to meet contractual obligations.
- Acts as the primary contact between the organization CareerSource Brevard as well as with outside agencies.
- Represents organization at meetings with CareerSource Brevard and reports on content and outcomes to the CEO or designee in a timely manner.
- Implements all policies, procedures and directives of organization and CareerSource Brevard to achieve exceptional performance and customer service.

Customer Service

- Ensures a high level of customer service is provided by all staff.
- Ensures that Career Center operations and staff are continuously monitored and evaluated, and recommends/proposes and/or implements changes in procedures or staffing required to provide exceptional customer service.
- Ensures customers' expectations are met and/or exceeded.
- Ensures customers' issues are resolved in a timely manner.
- Remains a visible and respected member of the business, economic development and educational communities, and may convene groups and meetings to define and address workforce and related issues.

Administration

- Responsible for reviewing and evaluating the effectiveness of the Career Center operations.
- Monitors the performance of the contract and as necessary, makes recommendations for improvement.

- Ensures all policies and procedures are adhered to in keeping with the overall objective(s) of the contract.
- Ensures human resources policies and procedures are adhered to and establishes clear lines of communication and authority.
- Ensures compliance with organizational policies and state and federal regulations regarding employment and the workplace.
- Ensures that all correspondence is handled in an effective and timely manner.
- Ensures confidentiality of all internal matters pertaining to organization and CareerSource Brevard in relations to the contract, its customers and operations; maintains or cause to maintain, at all time, the confidentiality, security and integrity of customer information and data.
- Develops an effective management team with appropriate provision for succession.
- Utilizes the talents of the staff and engages them in problem resolution and strategy development and implementation.
- Facilitates an atmosphere of open communication with the staff through regularly scheduled staff meetings and frequent interaction with all personnel.
- Evaluates how well contract goals and objectives are being met and makes recommendations to modify, add, delete and/or change procedures in order to meet or exceed contractual goals.

Personnel

- Provides general direction to all employees.
- Develops and supports a professional and competent staff to achieve the goals and objectives of organization and CareerSource Brevard.
- Enthusiastically and objectively promotes the goals and objectives of organization and CareerSource Brevard by establishing constructive relationships with all employees and customers.
- Ensures ongoing evaluations of employees' performance.
- Establishes and monitors standards for performance and ethical conduct.
- Assigns areas of responsibility, delegates duties, and allocates tasks to meet organizational and contractual goals.
- Administers and approves disciplinary action as appropriate and necessary.

Communications

- Ensures that the Leadership Team and CareerSource Brevard Staff are kept fully informed, in a timely manner, about the condition of the Career Centers.
- Ensures that organization is kept fully informed, in a timely manner, about its operations and all important factors affecting it.
- Serves as an effective spokesperson/liaison between organization and CareerSource Brevard.
- Ensures all staff is well informed and maintains open lines of communications throughout the organization.

Finance

- Assists the Chief Financial Officer, President/CEO and Leadership Team members in developing the annual budget.
- Works with the Chief Financial Officer, President/CEO and Leadership Team members to develop financial strategies to ensure adequate funds are available to serve customers and maintain Career Centers operations.
- Oversees and monitors the day-to-day financial operations to ensure compliance with policies, procedures, directives, benchmarks and contractual obligations.
- Authorizes and monitors expenditures within the allocated budget.

- In collaboration with CareerSource Brevard, identifies and pursues all available revenue sources to enhance Career Center operations and customer experience.
- Implements with rigor, policies and directives with regards to financial management.
- Maintains fiscal records and documents in compliance with federal, state and local rules and regulations.

Public Relations

- Promotes the strategic objectives of CareerSource Brevard and organization by establishing positive relationships with the public, government, state agencies, and the media.
- Promotes the Workforce System goals and objectives at community functions, membership gatherings, or other events as may be requested by the President/CEO.
- Collaborates, builds and maintains partnerships with agencies and organizations to meet contractual goals and to provide exceptional customer service.
- Recommends and implements strategic alliances with other organizations to benefit our customers.
- As required, acts as liaison with State agencies, monitors, auditors and appropriate membership organizations.
- Adheres to policies of CareerSource Brevard and organization concerning public communications.

Supervision

- The Managing Director reports directly to the President/CEO or designee and bears overall accountability to same.
- The performance of the Managing Director will be reviewed by the President/CEO or designee on a semi-annual basis.

Skills/Qualifications:

Qualifications

- Must be a proven and experienced leader with executive management, organizational and administration skills.
- Must possess strong strategic planning, implementation, execution and evaluation skills.
- Must have the ability to work effectively with all staff at all levels of organization and CareerSource Brevard.
- Must have the ability to prioritize and concurrently manage multiple tasks.
- Must be able to demonstrate excellent interpersonal, verbal, written and electronic communication skills.
- Must have knowledge and experience in workforce programs as well as the ability to manage a multi-programmatic, multi-locational public system.
- Must have knowledge and experience of workforce programs rules and regulations.
- Must have the ability to work with and supervise others as an effective team builder and team player.
- Must be willing to engage and empower staff and delegate authority.
- Must be a role model, lead by example and take personal responsibility.
- Must be willing to readily listen to and respect the opinions of others.
- Must have the ability to mentor, inspire, motivate and maintain the morale of the staff.
- Must possess the ability to make “hard” decisions without “knee-jerk” reactions.
- Must have the ability to operate personal computers with Windows operating systems and related software such as: Word, Excel, and Power Point, file management, e-mail and Internet.
- Must possess the ability to operate office machines such as copy machine, scanner, fax and printers.
- The position is in the CareerSource Brevard for Tarrant County service delivery area. A Managing Director must be able to relocate anywhere in the service delivery area



- May be required to utilize a personal automobile for agency related business requiring a current valid driver's license and current automobile liability insurance.

Education and Experience

Required:

- Bachelor's Degree from an accredited college or university in Business Administration, Finance, Public Administration, Human Resources or a closely related field.
- 10 years' experience in Workforce Development working with federally funded and/or employment and training programs or related field.
- Of which, 5 years' senior management experience leading large-scale multi-programmatic, multi-locational public systems with annual budgets in excess of \$10 million.
- Experience beyond the 5 year senior management may substitute for educational requirements. Each year of additional senior management experience may be substituted for one of college/university.
- Experience managing a large, multi-site staff.
- Experience working with multiple and diverse stakeholder groups.
- Successful record in talent identification, staff development, and retention.
- Current knowledge of national and local demographic, economic, labor and employment trends and conditions.
- Demonstrated understanding of economic and community development, workforce development, and education, and how these sectors intersect.

Preferred:

- Master's Degree and/or advanced certification in economic development, public administration, training, or related fields.
- Public/private sector experience in workforce development, employment and training or adult education.
- Experience managing federally funded and/or employment and training programs in Texas.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel and talk and hear. Occasional travel required. Flexible hours may be required.

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Job Title	Program Manager (Welfare Transition/SNAP)		

Overview:

Under direction, this position manages programmatic requirements of Workforce Investment Act, Welfare Transition, SNAP, or targeted programs to achieve and/or exceed goals established. Oversees, collects, compiles, analyzes, and interprets workforce data and information data for the workforce systems, management and staff.

Essential Duties and Responsibilities

- Manage the applicable program to meet/exceed defined goals. Maintain subject matter expert level knowledge on all appropriate federal, state, and local laws, regulations, and guidance for the identified program. Communicate new and/or modified policies and procedures to staff. Provide technical assistance to center staff to improve performance as well as quality and customer satisfaction. Work closely with Manager, Data Analysis, Reporting and Quality Assurance to ensure program compliance. May be responsible for managing the Community Work Experience Program (CWEP).
- Identify, develop, implement, and monitor strategies, tactics, and standard operating procedures to ensure program compliance and success. Manage and conduct analysis of workforce activities to ensure implementation of policies and procedures. Evaluate compliance with policies and procedures and adherence to contract requirements. Collaborate with Community Leadership team and other Operations Management team members to ensure that all operating standards are maintained. Communicate effectively with management and appropriate staff regarding areas of improvement and provide recommendations or suggestions for enhancements. Be the point person for programmatic issues and resolutions.
- Develop & deliver program specific training based on trends gathered from monitoring results and/or staff recommendations. Formulate teaching outline, utilizing knowledge of specified training needs and work with the appropriate leadership team member(s) to determine instructional methods for all new and refresher training. Ensure that all staff are able to demonstrate the required knowledge and skills for their position as it relates to program.
- Be actively engaged within all relevant operations that lead to the success of staff, communities, centers, and the system. This predominantly is achieved through effective leadership, sound analysis, and outstanding communication. Analyze programmatic and other related data, identify trends;-and mobilize staff to take action.
- Runs ad hoc reports to meet requests and needs and utilizes external software to collect and analyze data.
- Provides monthly scorecards to gauge career center and staff performance.
- Monitors center staff caseloads and shares information with management.
- Strong leadership skills, ability to motivate and provide guidance to staff and management.
- Must have a working knowledge of, and be familiar with Windows operating systems and client/server hosted and on premise applications.
- Manage and conduct quality reviews; prepare reports and monitoring documents for dissemination; effectively communicate findings and recommendations to management and appropriate staff. Ensure appropriate actions are taken to avoid monitoring findings. Review and implement internal systems geared toward reducing and/or eliminating findings and observations. Ensure that state and local corrective actions are completed within required timelines.

- Analytical and problem solving skills.
- Oversees and ensures: the review and processing of data integrity (DINT) requests; the review and processing of deletion requests; and the review and processing of merge requests of customer records and change of customer social security number requests in relevant databases (i.e., EF, OSST).
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor degree from an accredited university or college in a relevant field of study and five (5) years of work experience, in the public or private sector, preferably in the field of workforce development; three (3) years must be in a supervisory or management capacity, or
- Associate Degree from an accredited college with seven (7) years of work experience, in the public or private sector, preferably in the field of workforce development; three (3) years must be in a supervisory or management capacity, or
- High School Diploma or equivalent from an accredited educational institution with nine (9) years of work experience, in the public or private sector, preferably in the field of workforce development; three (3) years must be in a supervisory or management capacity.
- Prefer knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Prefer work experience in a performance based environment, public or private, the ability to analyze and interpret information and data and provide relevant feedback for action.
- Strong leadership skills, ability to motivate staff and to provide advice to management.
- Strong interpersonal skills (ability to communicate effectively and interact with all stakeholders).
- Ability to develop strategies and solutions.
- Strong knowledge of effective management techniques and practices, including: planning, strategy development and implementation, assessment of outcomes and accountability.
- The position is in the Career Source Brevard service delivery area. A Program Manager must be able to relocate anywhere in the service delivery area.
- Valid driver's license with good driving record.
- Must be organized and detail oriented.
- Bilingual in English and Spanish preferred.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required.



Job Title	Program Manager		

Overview:

Under direction, this position manages programmatic requirements of Workforce Investment Act, Welfare Transition, SNAP, or targeted programs and supervises unit to achieve and/or exceed goals established.

Essential Duties and Responsibilities

- Manage the applicable program to meet/exceed defined goals. Maintain subject matter expert level knowledge on all appropriate federal, state, and local laws, regulations, and guidance for the identified program. Communicate new and/or modified policies and procedures to staff. Provide technical assistance to center staff to improve performance as well as quality and customer satisfaction. Work closely with Quality Manager to ensure program compliance. May be responsible for managing the Community Work Experience Program (CWEP).
- Identify, develop, implement, and monitor strategies, tactics, and standard operating procedures to ensure program compliance and success. Manage and conduct analysis of workforce activities to ensure implementation of policies and procedures. Evaluate compliance with policies and procedures and adherence to contract requirements. Collaborate with Community Leadership team and other Operations Management team members to ensure that all operating standards are maintained. Communicate effectively with management and appropriate staff regarding areas of improvement and provide recommendations or suggestions for enhancements. Be the point person for programmatic issues and resolutions.
- Develop & deliver program specific training based on trends gathered from monitoring results and/or staff recommendations. Formulate teaching outline, utilizing knowledge of specified training needs and work with the appropriate leadership team member(s) to determine instructional methods for all new and refresher training. Ensure that all staff are able to demonstrate the required knowledge and skills for their position as it relates to program.
- Be actively engaged within all relevant operations that lead to the success of staff, communities, centers, and the system. This predominantly is achieved through effective leadership, sound analysis, and outstanding communication. Analyze programmatic and other related data, identify trends; and mobilize staff to take action.
- Supervise, manage, and direct the work and function of unit team to ensure benchmarks are achieved and/or exceeded. Main function of unit is to handle the necessary tracking of customer participation activities and hours to allow career counselors to concentrate on providing the best services to businesses and job seekers. Unit is also responsible for conducting internal file audits at each center. Be the point person for utilizing WT/SNAP data base tracking system or similar tool to monitor program participant engagement. Review performance data for trends; provide technical assistance for identified areas of non-compliance/low performance. Effectively communicate actions needed to correct deficiencies.
- Manage and conduct quality reviews; prepare reports and monitoring documents for dissemination; effectively communicate findings and recommendations to management and appropriate staff. Ensure appropriate actions are taken to avoid monitoring findings. Review and implement internal systems geared toward reducing and/or eliminating findings and observations. Ensure that state and local corrective actions are completed within required timelines.
- Design & deliver user friendly status & trending reports to operations management team to track performance outcomes and other related key data. Develop & provide performance summary to Managing Director by the 10th workday of each month.



- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor degree from an accredited university or college in a relevant field of study and five (5) years of work experience, in the public or private sector, preferably in the field of workforce development; three (3) years must be in a supervisory or management capacity, or
- Associate Degree from an accredited college with seven (7) years of work experience, in the public or private sector, preferably in the field of workforce development; three (3) years must be in a supervisory or management capacity, or
- High School Diploma or equivalent from an accredited educational institution with nine (9) years of work experience, in the public or private sector, preferably in the field of workforce development; three (3) years must be in a supervisory or management capacity.
- Prefer knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Prefer work experience in a performance based environment, public or private, the ability to analyze and interpret information and data and provide relevant feedback for action.
- Strong leadership skills, ability to motivate staff and provide advice to management.
- Strong interpersonal skills (ability to communicate effectively and interact with all stakeholders).
- Ability to develop strategies and solutions.
- Strong knowledge of effective management techniques and practices, including: planning, strategy development and implementation, assessment of outcomes and accountability.
- The position is in the Career Source Brevard service delivery area. A Program Manager must be able to relocate anywhere in the service delivery area.
- Valid driver's license with good driving record.
- Must be organized and detail oriented.
- Bilingual in English and Spanish preferred.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required.

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Job Title	Programs Support Technician – Job Order Control Unit	██████████	████████████████████
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Overview:

Under close supervision, this position supports the performance, business customer tracking including job order follow-up and data entry. Provides technical support and information to career center staff as it relates to business customers job orders. Creates and generates reports to indicate the performance of the system.

Essential Duties and Responsibilities

- Effectively enter and maintain job postings within the state jobs data base system.
- Meet locally determined job posting quality standards within state job posting system to ensure EEOC compliance and system’s Terms of Use policy.
- Communicate and coordinate with career center leadership, industry relations/business services personnel, and career center staff on business account assignments, business needs, standards of job order entry, and trends.
- In accordance with the follow-up policy and program guidelines, contacts businesses to determine status of job postings and ensure positive performance outcomes.
- Ensure job placements are properly entered into the State MIS system in a timely manner.
- Use reports to analyze and ensure positive performance outcomes.
- Data enters all services according to policies and procedures accurately and in real time (as service is provided to customer) in the appropriate systems.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor Degree from an accredited college or university in a related field preferred, and 1 years work related experience, preferably in a field of community/customer relations or workforce development, or
- Associate Degree from an accredited college and 3 years work related experience, preferably in a field of community/customer relations or workforce development or
- High School Diploma or equivalent required and 5 years work related experience, preferably in a field of community/customer relations or workforce development.
- Excellent verbal and written communication skills.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs.
- Analytical and problem-solving skills.
- Detail orientation and strong organizational skills.
- Strong documentation skills.
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs as well as the public.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file

cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required.

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SAMPLE



Job Title	Programs Support Technician		

Overview:

Under close supervision, this position supports the performance, customer tracking and performance activities of the career center staff, including follow-up and retention; provides technical support and information to single points of contact for Job Seekers. Creates and generates reports to indicate the performance of the system.

Essential Duties and Responsibilities

- In accordance with the follow-up policy and program guidelines, contacts customers whose files have closed due to having secured employment to obtain continued employment status.
- Uses information from customer contact to provide workforce services/information as appropriate and/or refers customer to appropriate career center staff for additional career services.
- Outreaches programs customers.
- Reviews Participation Reports for compliance with program requirements, sends out the required attempt to contact letter to all customers that did not bring in the required participation hours as scheduled, files copy of the letter in the customer’s original case file, if applicable.
- Participates in customer telephone appeals hearings and submits all relevant documentation timely to appropriate parties in a timely fashion by the appropriate deadlines, if applicable.
- Escorts customers to Customer Satisfaction Survey computers prior to leaving the center, if applicable.
- Data enters all services according to policies and procedures accurately and in real time (as service is provided to customer) in the appropriate systems.
- Works closely with Program Management staff to perform quality assurance functions as requested.
- Use reports to analyze and ensure positive performance outcomes.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor Degree from an accredited college or university in a related field preferred, and 1 years work related experience, preferably in a field of community/customer relations or workforce development, or
- Associate Degree from an accredited college and 3 years work related experience, preferably in a field of community/customer relations or workforce development or
- High School Diploma or equivalent required and 5 years work related experience, preferably in a field of community/customer relations or workforce development.
- Excellent verbal and written communication skills.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs.
- Analytical and problem-solving skills.
- Detail orientation and strong organizational skills.
- Strong documentation skills.
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs as well as the public.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required.

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SAMPLE



Job Title	Quality Assurance Specialist		

Overview:

Under general supervision, this position performs routine monitoring work and is responsible for using statistical sampling, auditing, and observation of work in progress to evaluate compliance with policies and procedures and adherence to contract requirements. Provides technical assistance on programs and services. Identifies areas for improvement and suggests enhancements.

Essential Duties and Responsibilities

- Conducts monitoring procedures such as data gathering, data review/analysis, and document/case file review, verification, and criteria development and make recommendations for improvement as appropriate.
- Ensures accurate and timely data entry.
- Maintains appropriate documentation on all program reviews.
- Performs daily case readings of eligibility criteria completed by center staff.
- Adapts to new programs and software for each individual assignment.
- Maintains knowledge on current and future programs to ensure compliance.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor degree from an accredited university or college in a relevant field of study and 2 years of experience working with a public or private sector, preferably in workforce development, or
- Associate Degree from accredited college with 4 years of experience working with a public or private sector, preferably in workforce development, or
- High School Diploma or equivalent from an accredited educational institution with 6 years of experience working with a public or private sector, preferably in a field of workforce development.
- Directly related work experience in quality control, auditing or performance monitoring
- Familiarity with applicable federal, state and local laws and regulations
- Accustomed to complex, fast-paced and confidential work environment
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs
- Excellent written and verbal communication skills
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs
- Ability to work independently and remain self-motivated with minimal direct supervision.
- Strong organization skills and close attention to detail.
- Demonstrate critical thinking skills
- Knowledgeable with the Integrated Service Principles
- Required to utilize a personal automobile in traveling from site to site while performing duties and responsibilities, requiring a current valid driver’s license and current automobile liability insurance.
- Bilingual in English and Spanish preferred

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel and talk and hear. Travel required.

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SAMPLE



Job Title	Recruiter (Business Solutions Representative)	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Overview:

Under close supervision, this position is responsible for: working collaboratively with Business Service Unit to establish and maintain business partnerships with local employers; solicit job orders; and work with Career Center staff to fill job orders. As applicable, acts as primary point of contact to the business community to ensure hiring needs are met. Coordinates employers' events for job fairs and layoffs, among others.

Essential Duties and Responsibilities

- Responsible for meeting and exceeding all applicable performance measures (i.e., Job Postings Filled Rate, etc...).
- Assists employers in recruiting, screening and referring qualified applicants to meet their hiring needs.
- Assists employers with job matching system and navigating them through the job order process; assists employers in the development of job descriptions to ensure quality matches; enters job postings into job matching database.
- Manages job postings to ensure quality customer service.
- Performs direct outreach and recruitment to fill job orders via letters, phone calls and on-site visits to solicit job postings.
- Responsible for working closely with the Business Services Unit to establish and maintain business partnerships with local employers.
- Works closely with Business Services Unit and other career center staff to coordinate, create scheduling and logistics of hiring events and job fairs.
- Responsible for communicating all requests for paid work experience and subsidized employment programmatic agreements to Business Services Unit for follow-up and attainment of agreements.
- Responsible for developing unpaid work experience agreements and other special assignments as needed.
- Records all services according to policies and procedures accurately and timely as service is provided to the customer in the appropriate systems.
- Coordinates and assists contracting agency Business Services Unit with dislocated workers affected by a layoff and/or downsizing and rapid response services.
- May review job matching system registrations and updates them as appropriate.
- Conducts presentations and coordinates events and meetings with community organizations, i.e. chamber of commerce, economic development, etc... as appropriate.
- Understands labor market information, provide the information in multiple formats to a diverse audience and extract as necessary, relevant data for customers' needs.
- Performs other related duties as assigned.

Skills/Qualifications:

- Bachelor Degree from an accredited college or university in a related field preferred, and 1 years work related experience, preferably in a field of business services, labor market information or workforce development, or

- Associate Degree from an accredited college and 3 years work related experience, preferably in a field of business services, labor market information or workforce development, or
- High School Diploma or equivalent required and 5 years work related experience, preferably in a field of business services, labor market information or workforce development.
- Excellent customer service; ability to track and follow up on customer requests and needs.
- Excellent verbal and written communication skills.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs.
- Knowledge of workforce programs & services; community and civic resources; interviewing techniques & principles; agency policy & procedures; computer applications.
- Must have considerable skill in interviewing techniques.
- Familiarity with communities being served, with knowledge and understanding of local needs and resources.
- Demonstrated knowledge of labor market trends.
- Public speaking experience.
- Ability to develop and maintain professional working relationships with all levels of management, coworkers, and workers from other programs.
- A Business Solutions II must be able to relocate anywhere in the service delivery area.
- May be required to utilize a personal automobile for agency related business requiring a current valid driver's license and current automobile liability insurance.

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 stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel and talk and hear. Occasional travel required. Flexible hours may be required.

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Job Title	Supervisor, Career Center		

Overview:

Under general supervision, this position is responsible for the efficient and effective delivery of workforce services and the supervision of staff. The position prioritizes assignments, recognizes the need to adjust or adapt service delivery to meet the needs of workforce customers. Directs and oversees all workforce activities in the career center; ensures compliance with workforce program requirements and that resources and materials are used appropriately for the benefit of the customers. Ensures workforce customers are seen in a timely manner and provides accurate information for customers to make informed choices. Emphasizes customer service to ensure customer satisfaction and accountability to meet career center performance measures and benchmarks and workforce system goals. May provide direct services to jobseeker or employer customers if needed.

Essential Duties and Responsibilities

- Manages the daily operations of the career center staff and related workforce programs to ensure an efficient and effective service delivery system and the best use of resources and to achieve expected outcomes, to provide exceptional customer service, and to meet performance measures and benchmarks.
- Maintains ongoing communication with employees regarding individual performance, provides guidance to ensure individual performance targets and career center goals are met.
- Ensures that all workforce services, under their responsibility, are delivered in a timely manner and that staff follow the policies, procedures and principles set forth by organization.
- Ensures that all customer information/services are entered accurately and timely in TWIST/WIT, and related management information systems, in accordance with established policies and procedures (real time).
- Analyze performance data and takes appropriate action to remedy identified deficiencies and weaknesses to meet performance measures and benchmarks.
- Responds timely to requests for information and meets all required deadlines.
- Assists with and may conduct ongoing quality assurance functions and develops strategies to address areas of concerns in the provision of services to customers.
- Assesses staff for professional development and appraises the career center Manager of training needs; may provide staff training and coaching on an ongoing basis.
- Consistently monitors staff performance levels and develops corrective plans as necessary to meet individual performance, career center and workforce system goals.
- Researches and responds to monitoring and related quality assurance reports.
- Prepares disciplinary action documents (corrective actions, performance improvement plans, etc.) timely for review by the career center Manager.
- Responsible for interviewing and making hiring recommendations of staff.
- Reviews all assistance requests (i.e., ITAs, Work Experience (WX), transportation, utilities, etc...) and submits to Fiscal Operations for approval and processing.
- Reviews and approves all WIA applications for enrollment into training and/or WX.
- Reviews and approves all program related case exits (i.e., WIOA, SNAP, Choices, etc...).



- In collaboration with other department and managers, develops and implements strategies to meet the needs of all customers, including employers.
- Instills in staff customer service, professionalism and accountability when dealing with internal and external customers.
- Responsible for resolving all customer complaints in a timely manner and as prescribed by rule.
- Performs other duties as assigned.

Skills/Qualifications:

- Bachelor’s degree from an accredited university or college in a relevant field of study and 4 years of work experience working in the public or private sector, preferably in workforce development; or
- Associate Degree from accredited college with 6 years of work experience working in the public or private sector, preferably in workforce development; or
- High School Diploma or equivalent from an accredited educational institution with 8 years of work experience working in the public or private sector, preferably in workforce development.
- Prefer knowledge of: workforce development; business intelligence and trends; economic development; and project management experience.
- Professional experience in effective case management and counseling of at least three years and ability to impart knowledge and information to others.
- Two years’ experience supervising others is preferred.
- Prefer work experience in a performance-based environment, public or private sector, with the ability to analyze and interpret information and data and provide relevant feedback for action.
- Prefer knowledge of workforce development business intelligence and trends; economic development; and project management experience.
- Professional experience in effective case management and counseling of at least three years and ability to impart knowledge and information to others.
- Strong leadership skills (i.e., ability to motivate staff and provide advice to management).
- Strong interpersonal skills (i.e., ability to communicate effectively and interact with all stakeholders).
- Strong knowledge of effective management techniques and practices, including planning, strategy development and implementation; assessment of outcomes and accountability.
- The position is in the Workforce Solutions service delivery area. The Supervisor must be able to relocate anywhere in the service delivery area.
- Proficient writing skills for correspondence and program reporting.
- Valid driver’s license with good driving record and dependable personal vehicle for frequent travels from site to site.
- Must be organized and detail oriented.
- Bilingual in English and Spanish preferred.

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 stand, walk, sit, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required.