

EMPLOYMENT TEAM

Roles, Responsibilities, Skills & Abilities

ROLES & RESPONSIBILITIES

- Conduct one-on-one meeting with customer to determine their employment goal.
- Conduct assessments with customers to identify skills, aptitudes, and supportive service needs.
- Maintain high level of familiarity with the local labor market to ensure services are aligned with employer and labor market needs.
- Review and/or update Individual Employment Plan (IEP) with customers that establish appropriate career goals and detail specific plans for One-Stop services, skill development activities, and job search strategies.
- Provide referral to appropriate skill development activities and resources (job openings, resources room supportive services, Skills Team activities, workshops, etc.).
- Provide job search assistance (job fairs, recruitments, job referrals, job development, etc.), access to tools and information that assists customer in locating positions of employment and apply the skills acquired in the one-stop to obtain employment.
- Provide appropriate referrals and needed services for customers requiring specialized services (counseling, budgeting, etc.) to ensure job retention.
- Assist customers requiring Unemployment Insurance (UI) assistance to file a claim.
- Offer continuous engagement strategy and maintain communication with customers to prevent unsuccessful exits.
- Complete staff assessment of customers for referral to other team(s).
- Provide referral to Skills Team for further assessment and skill development when the customer's job search efforts are unsuccessful and/or customer's career path changes.
- Maintain knowledge of the Job Getting Team Process and ensure program integrity by committing to maintaining confidentiality and professionalism.
- Maintain proper documentation of customer's information, activities, and case notes entered into data information system, ensuring compliance and performance. Oversee and maintain files and computer databases ensuring proper documentation is available to support program eligibility and services received.
- Attend staff meetings, submit required reports, interpret program information, and make policy and procedural recommendations.
- Contribute in their team role(s) to ensure center performance standards are met and/or exceeded, while ensuring compliance with federal, state, and local rules and regulations.
- May occasionally assist with special projects, including but not limited to, specialized outreach programs to targeted groups, and the development of new skills training activities.
- Performs other related duties as assigned.

SKILLS & ABILITIES

- Strong customer service and organizational skills
- Maintain knowledge of community resources and referral process
- Ability to effectively communicate orally and in writing
- Ability to critique resume and cover letters
- Maintain knowledge of labor market
- Skills in multi-tasking and ability to efficiently produce accurate work under pressure
- Sensitivity to customers with diverse backgrounds and stressful situations
- Proficient knowledge of Microsoft Office and office equipment
- Ability to maintain confidentiality of customer information and records according to legislated and policy requirements
- Ability to effectively deliver workshop curricula on a range of skill development topics
- Ability to work independently and as a part of a team
- Ability to effectively coach and mentor
- Effective negotiation skills
- Effective marketing/sales techniques
- Effective investigative skills
- Effective documentation skills
- Maintain knowledge of programs as it relates to our customers
- Knowledge of skills and aptitude assessment tools and ability to interpret and analyze test results