

SKILLS TEAM

SKILLS, ABILITIES, ROLES, & RESPONSIBILITIES

ROLES & RESPONSIBILITIES

- Conduct appropriate needs assessments with customers to identify skills, aptitudes, interests, and supportive service needs. Prepare various forms of testing/assessment for customers, including selecting appropriate testing/assessment tools, proctoring tests, and interpreting results for each customer. Interview customers to identify barriers to employment and identify services that will help address these barriers.
- Deliver a variety of skill development services for customers addressing their needs in the areas of employment, training and supportive services. Deliver these services in both group and one-on-one settings to customers with diverse backgrounds. Maintain a high level of familiarity with the local labor market to ensure that services are aligned with employer and labor market needs.
- Further develop Individual Employment Plans (IEP) with customers that establish appropriate career goals and detail specific plans for skill development activities, job search strategies, and supportive services. Update and modify the IEP plans as needed to ensure that customer needs are met.
- Facilitate and arrange for the customer to attend needed skill enhancement activities. This can include arranging for both in-house training sessions as well as classes at various training providers, including post secondary institutions. As appropriate, assist the customer with the scheduling of needed training activities and with the search for financial aid.
- Assist customers with writing and revision of job search paperwork, including employment applications, cover letters, and resumes. Conduct practice interviews and provides networking advice.
- Maintain knowledge of other community agencies and programs and training offered. Maintain communication with and refer individuals as appropriate to other appropriate community and partner agencies.
- Maintain knowledge on occupational, training, and economic information to assist individuals in defining career goals.
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- Facilitate and deliver workshops and group sessions instructing customers on various skills, including basic skills development, customer service, computer skills, and job search skills.
- 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, the development of new skills training activities.
- Performs other related duties as assigned.

SKILLS & ABILITIES

- Knowledge of skills and aptitude assessment tools and ability to interpret and analyze test results
- Strong customer service and organizational skills
- Ability to compile, analyze, and evaluate data, make determinations, and present findings in oral or written form
- 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 in 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