



Southern 14 Workforce Investment Board, Inc.

Job Title: Career and Business Services Specialists

Position Overview/Responsibilities

- Act as point of access to both individuals and businesses through the Area's One-Stop Center.
- Understand and accurately present WIOA eligibility requirements to diverse audiences.
- Conduct individual and group orientations and workshops providing a positive introduction to WIOA services, benefits and eligibility.
- Provide initial career services, such as determination of eligibility, intake, and orientation to services as well as initial assessment to determine the needs of the client.
- Introduce and facilitate the transition of clients to assigned case manager.
- Provide job search assistance, resume review, interview techniques and career counseling where appropriate.
- Refer clients to other One-Stop Partners and support agencies as needed and track referrals.
- Provide backup coverage as needed for One-Stop registration desk and resource room.
- Coordinate employer relations activities on behalf of the WIOA program and participants.
- Educate employers on services available through WIOA and the One-Stop Center.
- Participate in community and business groups.
- Ensure proper reporting of employer relations activities.
- Review and act on policy letters, memorandums and technical support letters (as directed).
- Consult with and Executive Director to coordinate required activities, deadlines and schedules.
- Attend all state and local meetings, seminars and training conferences which are applicable to position.
- Copy, collate and mail correspondence as directed.
- File correspondence and other records.
- Other duties as assigned.

Requirements

- Computer Skills (Microsoft Office-Work, Publisher, PowerPoint, Excel, Access)
- Organizational Skills
- Public Speaking and Communication Skills
- Internet and Email
- Fax Machine and Copy Machine
- Calculator/Math

Other

- Reliable transportation

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

So. 14 Board Approved June 13, 2017