

CENTRAL TEXAS WORKFORCE CENTERS POSITION DESCRIPTION

Title/Classification: Workforce Specialist - Career Center (Bilingual)
FSLA Status: Non-Exempt

Job Description:

Seeking an individual who embodies the Workforce Solutions of Central Texas values of Customer Focus, Accountability, Quality, Teamwork & Integrity to provide job search assistance and career counseling services.

Assist job seekers through services offered in the Killeen Career Center. Services include: resume help, job search assistance, job referrals, job matching and more. Be part of a team whose mission is to "Create futures by bringing people and jobs together".

Candidates for this job need to have strong verbal and written communication skills, have an ability to analyze and strategize, have vision, be innovative and love working with people. This position will involve working with the universal job seeking population and specifically with Unemployment Insurance claimants. Bilingual in English & Spanish required.

Duties and Responsibilities:

- Assist job seekers in developing quality WorkInTexas (WIT) applications for employment.
- Interview job seekers and administer assessment tools, as needed, to secure, assess, and record information regarding desired employment, skills, and abilities based on work history, experience, education, training, interests, and other factors relevant to fully explore clients career development opportunities and possible training needs.
- Perform employment counseling and/or case management of job seekers who present unusual placement and/or job adjustment challenges, especially during periods of high unemployment and stressed economic conditions.
- Provide technical assistance in using WIT to obtain optimum job matching results and for proper selection for referral to suitable job openings.
- Match job seekers qualifications to available job openings ensuring quality of referral based on employers requirements. Refer and job develop job seekers to suitable employment. Disseminate labor market information and information regarding Workforce Development Services, applying for Unemployment Insurance, and available supportive services.
- Facilitate and coordinate group and individual orientation sessions and explain services administered to customers.
- May assist at hiring activities such as job fairs either in the Center or at employers' local business or other selected location.
- Prepare, either in manual or automated format, forms and records, to document job seeker requirements, program compliance, and services provided.
- Perform related work as assigned.

Minimum Qualifications:

Education and/or Experience: Bachelor's degree in human services, business, education, or related field from an accredited four-year college or university. One (1) year of qualifying experience may be substituted for each year (30 semester hours) of college up to a maximum of two years.

Language Skills: Ability to read, analyze and interpret customer communications and policy and regulatory documents. Ability to effectively present ideas verbally including briefings and training classes. Ability to write effectively using correct grammar when preparing memos, letters, reports, and customer case notes. Bilingual in English & Spanish required.

Mathematical Skills: Ability to calculate figures and amounts such as hourly percentages of time worked.

Reasoning Skills: Ability to define problems, collect data, establish facts, and draw valid conclusions.

Other Skills and Abilities: Must be able to handle multiple tasks and possess the ability to work effectively with a diverse population.

Physical Demands: While performing the duties of this job, the employee is regularly required to communicate with customers. The employee frequently is required to move from place to place.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually light to moderate. Occasional work outside normal hours required.

These requirements listed are representative of the knowledge, skills, and/or ability required. Those with disabilities may expect reasonable accommodations to perform essential functions.