

# Workforce Solutions of Central Texas

## POSITION DESCRIPTION

**TITLE/CLASSIFICATION:** Workforce Development Specialist- WIOA  
(Temple)

**FLSA Status:** Non-exempt

### **Who We Are:**

Workforce Solutions of Central Texas (WSCT) has been consistently recognized for being one of the "100 Best Companies to Work for in Texas" 15 of the last 17 years and has received 2021 HIRE Vets Medallion Platinum Award. We have a great work-life balance, competitive salaries, extensive opportunities for training and development, and fantastic benefits. Join us in our mission of "Creating futures by bringing people and jobs together".

### **Who You Are:**

An individual who embodies our values of Customer Focus, Accountability, Quality, Teamwork & Integrity. You are passionate about customer service and have a desire to assist job seekers seek employment, education, and/or training opportunities while providing case management and support services.

### **You Gain:**

Competitive salary: **\$48,600 a year**

Be part of our Registered DOL Apprenticeship program

Pension Plan Retirement

Medical Insurance, including dental & vision

Life Insurance

Tuition Assistance (after 1 year of employment)

Paid time off for vacation, sick and

Holidays Military, family care leave

and more

**Job Overview:** Provide intensive case management assisting customers in overcoming barriers that prevent success in education, employment or training and/or entry/re-entry into the labor market. Serve as an advocate for customers as needed and cross-train in other Workforce System service programs for which customers may qualify and benefit. May involve service information dissemination, explanation of service requirements, data gathering, customer eligibility, intake and assessment and case management. Performs work under the direction of a Workforce Center Director with minimal supervision and considerable latitude for the use of initiative and independent judgment. The Workforce Innovation & Opportunity Act (WIOA) is designed to help job seekers access employment, education, or training, and support services to succeed in the labor market and to provide employers with a skilled talent pipeline to compete in the global economy.

## **You will be trusted to:**

- Effectively and accurately presents overviews and communicates information.
- Follows established procedures for orientations.
- Demonstrates knowledge of services, labor market information, and multi-program services within the scope of duties.
- Demonstrates effective presentation and group management skills.
- Effectively facilitates program recruitment presentations with customers and local community colleges.
- Demonstrates knowledge of program regulations, policies and procedures for determination of program eligibility and various labor laws as required.
- Demonstrates ability to accurately prepare, either in manual or automated format, all forms and records.
- Submits appropriate program applications, forms, and records in a timely manner.
- Correctly administers appropriate assessment instruments as required.
- Demonstrates ability to accurately interpret and communicate assessment results to the customer.
- Demonstrates knowledge and ability to prepare appropriate program service plans.
- Demonstrates ability to accurately prepare appropriate enrollment forms and documents.
- Submits appropriate program enrollment documents and records in a timely manner.
- Demonstrates knowledge of, and complies with, applicable program policies and procedures.
- Prepares accurate and appropriate case notes in the automated case management system.
- Maintains customer contacts according to program policy.
- Accomplishes data entry and related activities correctly and within acceptable time limits in the automated case management system.
- Maintains accurate and appropriate files and records for individual customers in the document management system.
- Manages and monitors distribution of support services following established policy and procedures.
- Reviews appropriate program reports to determine program effectiveness.
- Effectively counsels customers.
- Takes appropriate actions with customers within program requirements (follow-up, performance follow up, etc.)
- Demonstrates knowledge of various community resources and makes referrals as appropriate.
- Demonstrates ability to assist customers in developing effective résumés and cover letters.
- Demonstrates functional ability and knowledge of the Internet, job banks, career exploration, and other software and resource materials to assist customers (career awareness/career development and job search)
- Demonstrates knowledge of Work-In-Texas (WIT), TWIST (case management system), and other applicable Internet based web sites.
- Refers qualified customers on job orders.
- Demonstrates ability and knowledge to refer customers to educational facilities,

training programs, and for information on financial assistance.

- Demonstrates ability to create, plan, and implement activities in order to reach individual program goals.
- Demonstrates ability to coordinate activities with appropriate agencies such as local school districts, community-based organizations, and employers in order to reach individual program goals.
- Contributes to the success of overall program outcomes based on applicable program reports.
- Conducts follow-up contacts to ensure compliance with applicable post-program activities.
- Other duties as assigned.

### **General Qualification Guidelines:**

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

**Education and/or Experience:** Bachelors' 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 common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present ideas verbally and give detailed briefings and training classes to staff, management, public groups, and customers. Ability to write effectively using correct English preparing memos, letters, reports, and customer case notes.

### **Registration, Certification, or Licensure**

Valid Texas motor vehicle operator's license.

**Mathematical Skills:** Ability to calculate figures and amounts using basic skills such as addition, subtraction, multiplication, and division.

**Reasoning Skills:** Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**Other Skills and Abilities:** Must be able to handle multipole 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 talk and hear to effectively communicate with customers. The employee frequently is required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or

crawl. The employee must frequently lift and/or move up to 50 pounds. Specific correctable vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee occasionally works near moving mechanical parts. The noise level in the work environment is usually light to moderate. Occasional travel and work schedule outside normal hours required.

**WSCT is an Equal Opportunity Employer**