

Code: 1722

Title: WORKFORCE DEVELOPMENT SPECIALIST

SUMMARY: Counsels, evaluates, trains and assists One Stop Career Center (OSCC) customers requiring assistance in gaining initial employment or re-employment by giving them access to needed community services. Additionally, the Workforce Development Specialists participate in developing both internal and external activities to market OSCC program services. In conjunction with this effort they are responsible for developing and administering agreements designed to foster participation by public and private agencies as well as public and private sector employers. [‘Customer’ in this classification specification is defined as both the general public seeking employment related services and the public/private sector employers]

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor)

OSCC CUSTOMER SERVICES:

General Public:

Counsels OSCC customers regarding the labor market, availability of jobs and skill and educational requirements;

Interviews and counsels OSCC customers to determine short- and long-term career goals, barriers to employment and need for additional training and education;

Evaluates needs of OSCC customer’s for additional services such as mental health, health-related issues and emergency housing and coordinates referrals with appropriate agencies;

Provides career and academic counseling as well as crisis intervention;

Provides individual and group counseling related to job loss and reemployment;

Develops and conducts employability skills classes and workshops to address general and specific workforce career and job search issues;

Coordinates referrals with appropriate agencies and schools;

Administers and interprets standardized tests such as career interest inventories and aptitude and personality tests and conveys results to clients;

Reviews job orders and matches OSCC customers with job requirements using manual or computerized file search;

Refers customers to companies, in response to company job orders;

Continues job referrals until job placement occurs;

Instructs clients individually and through workshops in resume writing, job search and interviewing techniques as well as entrepreneurial skills;

Develops on-the-job training contracts, including specifications for wage levels and length and content of training;

Organizes and presents program orientation sessions for OSCC customers;

Refers OSCC customers to training for occupational skills upgrading.

Employer:

Works with community employers to promote and develop job opportunities for OSCC customers in the Tucson community;

Acts as a liaison between the OSCC programs and community agencies such as the Chamber of Commerce, business associations and economic development organizations;

Represents the OSCC before groups, including employers and community agencies, through speaking engagements and individual meetings;

Assists in various Rapid Response program activities, as well as business retention, entrepreneurial start-up, business expansion and new business recruitment.

Advises businesses of available tax incentive programs for employing program customers;

Works with client organizations to develop and plan short- and long-term layoff activities;

Coordinates pre-layoff activities employers;

Designs, writes and/or oversees the production of promotional and informational materials;

Conducts follow-up contact with employers to determine status of job referrals and employment of OSCC customers.

General:

Maintains required confidentiality and security of information created or encountered in the course of assigned duties;

Maintains comprehensive manual and computer-based records, databases and files, including individual client case files;

Reports on customer job placement outcomes;

Prepares and submits routine, recurring and special reports on activities to management;

May oversee the work of temporarily assigned personnel from outside the department.

KNOWLEDGE & SKILLS:

Knowledge of:

- principles and practices of effective business administration;
- community, business and economic development resources;
- qualifications generally associated with a wide variety of jobs found in the community;
- economic development methodologies;
- local, state and national labor markets and trends;
- principles and techniques of resume writing, job search and interviewing techniques;
- marketing strategies;
- rules, regulations, procedures and practices of the Workforce Investment Act (WIA), Americans with Disability Act (ADA), youth employment laws, Fair Labor Standards Act (FLSA) and other relevant laws, rules and regulations affecting program activities;
- county contracting rules, regulations and standards;
- principles of adult and youth learning theory and classroom teaching techniques.
- career and academic counseling techniques;
- issues pertinent to the needs of dislocated workers and youth;
- programs offered by local educational and training institutions;
- administration and interpretation of standardized vocational, job interest and career tests;
- crisis intervention techniques;
- community service programs and social service agencies and resources.

Skill in:

- communicating effectively, both orally and in writing;
- establishing and maintaining effective working relationships with others;
- counseling clients regarding employment, training, academic, health and social services issues;
- analyzing situations and using sound judgement to make decisions, draw conclusions and determine appropriate course of action;
- counseling clients in crisis situations;
- administering and interpreting standardized vocational, job interest and career tests;

- observing and recognizing client psychological symptoms requiring professional mental health intervention;
- program marketing and client advocacy;
- creating, negotiating and monitoring employment and training-related contracts;
- researching job opportunities in the community;
- assisting employers with mass recruitment efforts;
- counseling clients regarding employment and related social, medical and economic issues;
- use of computer-based resources to create and maintain comprehensive records, files and reports.

MINIMUM QUALIFICATIONS:

EITHER:

(1) A Bachelor's degree from an accredited college or university with a major in counseling/guidance, psychology, business administration, management, marketing or a related field as defined by the appointing authority and two years of experience in job development or personnel recruitment. [A Master's degree from an accredited college or university in one of the cited disciplines may substitute for one year of the required experience]

OR:

(2) Six years of professional level experience in job development, case management, personnel recruitment, career guidance, counseling, psychology or a related field as defined by the appointing authority at the time of recruitment.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require possession of a valid Class D Arizona driver's license at the time of appointment or prior to completion of initial/promotional probation.

Special Notice Items: Some positions may require bi-lingual abilities in English and a second language as determined by the appointing authority. Some positions may require the (reimbursed) use of personal vehicles to travel between work-sites in the performance of assigned duties.

Physical/Sensory Requirements: Required physical/sensory requirements will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.