Career Office Required Positions and Pay

Job Title	Pay Ranges
Greeter (Service Coordinator)	\$40,000 to \$50,000
Resource Specialist (Service Coordinator)	\$40,000 to \$50,000
Employment Counselor (Career Advisor)	\$40,000 to \$50,000
Personal Service Representative (Career Advisor)	\$40,000 to \$50,000
Tracker	\$35,000 to \$45,000
Recruiter	\$45,000 to \$55,000
Supervisor	\$50,000 to \$60,000
Career Office Manager	\$65,000 to \$85,000

Each office will have staff in the positions listed above. Number of staff by position per career office is found in this RFP – "Resources IV.6. Career office staffing by location and position." Job Descriptions, Qualifications and Performance Expectations for these positions are on the web.

http://www.wrksolutions.com/staff-resources/services-we-offer/career-office-services



Service Coordinator

Formerly Greeters and Resource Specialists

Position Description

Our purpose (Why We Exist) is to keep our region a great place to do business, work and live.

The Service Coordinator the public facing representative of Workforce Solutions and will support visitor requests by answering the phone, interacting face to face, by email, live chat or social media. Staff will make sure customers are greeted professionally, listened to carefully, treated respectfully, and assisted promptly throughout their visit. Staff responds to the request and/or connects the individual to the services, resources, knowledge, and expertise of Workforce Solutions staff. Staff may suggest using staff assisted resources such as workshops, to help the customer get a job, keep a job or get a better job.

Duties and Responsibilities:

- Welcomes customers to Workforce Solutions, listens and makes determination as to the best way to serve based on customer needs
- Establishes a rapport with customers by demonstrating a friendly, welcoming and professional demeanor always
- Engages customers and provides assistance to achieve the request
- Maintains an awareness and knowledge of available resources, services, and events throughout the career office, system, and community and looks for opportunities to connect customers to them
- Provides the service or assures customers understand the next steps in receiving services from Workforce Solutions or other community resources
- Provides job search assistance utilizing the Work in Texas database and other search engines; refers customers to employment opportunities and provides information about community resources and records referrals properly
- Provides professional resume, networking and interviewing guidance that is customized
- Offers guidance and encouragement to customers and helps them find a job, keep a job, or get a better job
- Facilitates Workforce Solutions seminars
- Assist customers patiently with problems, complaints remain courteous when dealing with difficult and angry customers
- Supports customers in using computers and other equipment in the resource area Shares current local labor market information

- Provides support for customers by answering the phone, interacting face to face, by email, live chat or social media as assigned
- Performs other duties as assigned

QUALIFICATIONS

- High school diploma or HS Equivalency and two years of college coursework OR
 High school diploma or HS Equivalency and two years of customer service where
 skills learned are transferable to a position at Workforce Solutions
 - Note: Each 6 months of experience substitutes for 15 semester hours of college coursework
- Able to communicate and share information with individuals about service, labor market and finding a job
- Can listen to customers, analyze expressed needs and use good judgment in suggesting solutions or next steps.
- Uses tact, diplomacy, and persistence in providing suggestions to customers
- Is friendly, courteous and presents herself/himself as a professional
- Patiently listens to customer concerns/problems, complaints remain courteous when dealing with difficult and angry customers
- Has intermediate to advanced computer skills including knowledge of Microsoft Windows and Office; able to learn new software
- Able to provide instruction or guidance in computer operations and can provide technical assistance in software programs such as Microsoft Office Suite.
- Can provide assistance in establishing internet e-mail accounts, browsing and searching the internet
- Can solve minor operational problems with equipment in the resource area such as personal computers, printers, faxes and copiers
- Has good problem-solving skills and can multi-task
- Is flexible and adaptable
- Works well in teams and with customers and other staff (flexible, congenial and adaptable)
- Can communicate orally and in writing at a business level

PREFERRED SKILLS

- Must be proficient in the Microsoft Office Suite
- Experience in a social service setting with working knowledge of employment related resources and planning techniques



(Replaces Employment Counselor and Personal Service Representative)

Position Description

Our purpose (Why We Exist) is to keep our region a great place to do business, work and live.

The individual in this position helps people get a job, keep a job or get a better job. The Career Advisor provides professional advice to customers who want job search guidance, career advice or placement. They will work to evaluate a customer's background, training, and education to help develop realistic career goals.

Career advisors:

- Manages customers in their career exploration, including:
 - o Developing a relationship with the customer,
 - o Actively listen to determine customers' employment-related wants and needs,
 - o Identifying skills and abilities,
 - o Evaluating their past work experience, as it relates to current goals, and
 - Conducting thorough assessments to identify customers' strengths and address challenges.
- Collaborate to establish short and long-term employment and career goals.
- Leverage external and system resources to achieve the most effective outcomes.
- Advocates for the customer and provides other resources and contacts, when Workforce Solutions cannot meet the customer's needs.
- Provide ongoing communication to ensure customer's needs are met and maintains contact with the individual to coach and support, to recognize benchmarks, and to achieve goals.
- Helps customers access other services and resources they may want or need, including Workforce Solutions' financial aid.
- Provide professional employment-related counseling and advice about local labor market information, career exploration tools, resources, and job search.
- Facilitate career events, presentations, and workshops associated with resume writing, interviewing skills, networking, and industry research

Required Education, Knowledge, Skills, and Abilities

- Bachelor's degree OR at least six months of experience and transferrable skills may
 be substituted for each 15 hours of college credit up to two years OR four years of
 experience working at Workforce Solutions and a recommendation from current or
 most recent supervisor
- Ability to listen to customers, analyze expressed need, suggest solutions, and an action plan

- Provides exceptional customer service by understanding what the customer wants and suggesting viable options
- Strong interpersonal communication skills; knowledge of strengths-based interviewing techniques; communicate orally and in writing at a business level
- Proficient in Microsoft Windows and Office Suites; familiar with and able to use computers; able to learn new software
- Works well in teams, with customers and other staff (flexible, congenial and adaptable)
- Experience assessing customers' work experience, education/interests, and career goals
- Comfortable discussing potential challenges to securing employment and providing professional advice and referrals
- Able to read, understand, and apply policies and procedures
- Able to effectively prioritize tasks, manage time, and stay organized

Preferred Skills

- Experience with career management strategies and job search processes
- Strong functional knowledge of business career paths
- Design training materials, career development programs and workshops
- Solicit and maintain relationships with potential employers to develop employment opportunities for customers
- Utilize strong advising skills to critique customers' resumes, as well as providing interviewing tips, and job search strategies

TRACKING SPECIALIST

Position Description

Our purpose (Why We Exist) is to keep our region a great place to do business, work and live.

Program Tracking Specialist play an integral role on the office team by handling the necessary tracking of customer services and activities allowing other staff to concentrate on providing the best services possible to customers.

Trackers:

- Understand the Management Information Systems (MIS) used in all funding streams of:
 - o recruitment/outreach,
 - o eligibility verification,
 - o tracking customer activities
 - o monitoring data entry and performance
 - o transmitting information to cooperating organizations
- Conduct recruitment (outreach) of customers through use of the MIS by sending letters and correspondence to customers as required and meeting the designated timelines.
- Verification of eligibility and employment:
 - Verify continuing eligibility at the beginning of each month for customers as required.
 - Verify employment for customers by reaching out to employers and other means as identified by management.
- Data enter the following actions in accordance with funding stream requirements.
 - o Create new customer profile records
 - o Enter information regarding a customer's attendance at orientations and/or customers response to recruitment
 - o Enter customer service or the lack of participation in the MIS
 - Ensures entries for failure to participate/non-compliance is entered accurately and timely
- Discontinue or continue financial aid
 - O Ensures the continuation or discontinue of financial aid; Review MIS reports to monitor need for actions described below:
 - Reviews MIS reports and takes appropriate action or notifies staff of action to be taken.
 - Communication
 - O Shares information with the system on actions that need to be taken or actions that impact the customer's ability to receive service
 - Documentation
 - Prepare information and documentation to be submitted as requested and for appeals

Required Education, Knowledge, Skills, and Abilities

- High school diploma or HS Equivalency and two years of college coursework OR High school diploma or HS Equivalency and two years of customer service where skills learned are transferable to a position at Workforce Solutions
 - Note: Each 6 months of experience substitutes for 15 semester hours of college coursework
- Must be proficient in the Microsoft Office Suite especially EXCEL.

RECURITER

Position Description

Our purpose (Why We Exist) is to keep our region a great place to do business, work and live. Recruiters find skilled workers to fill employers' job openings and work with the employers, applicants, business consultants, counselors, service representatives and other Workforce Solutions system staff. Recruiters also source talent through contacts with individuals and organizations outside the Workforce Solutions system.

Recruiter:

- Manage the full life cycle of recruitment activities, including:
 - o understanding what is important to the employer,
 - o outreaching and interviewing prospective candidates,
 - o referring qualified candidates to employers,
 - o driving the hiring process forward, and
 - o when necessary, receive job posting- information from an employer and enter it into *WorkInTexas*.
- Drive the hiring process by spending most of their time sourcing, recruiting, screening, and referring qualified candidates to job postings in *WorkInTexas*.
- Highlight qualified candidates by helping them improve their application and resumes in *WorkInTexas*.
- Use alternate candidate sources and explore creative methods for filling job postings.
- Actively participate in networking opportunities with outside sources (business associations, educational institutions, industry organizations, etc.) to increase candidate pool.
- Build relationships with employers that help make our region the best place to live, work, and do business by:
 - o communicating with employers to discuss their needs, fill their open postings and solicit feedback on our service.
 - o providing continuing service to employers with open job postings in *WorkInTexas*, and ensuring adequate referral activity.
 - communicating employer feedback to career office staff so they can provide feedback to job candidates.
 - o assisting with arranging and monitoring the scheduling and logistics of employer interviews as well as onsite and jobsite hiring events.
 - o helping employers optimize their *WorkInTexas* job postings to attract the best qualified candidates.
- Identify employers whose positions go unfilled due to low wages, work environment, and other related factors so that Business Consultants can follow up to provide professional advice, labor market information, and/or strategies and solutions that will help improve the employer's recruitment results.
- Document work as required in WorkInTexas.

Required Education, Knowledge, Skills, and Abilities

- BA or BS in Human Resources, Business Administration, Marketing, Psychology or related field OR at least eight years direct experience in business administration, marketing, or human resources
- Two or more years recruiting experience in a fast-paced working environment with a large, complex or high-volume organization
- General knowledge of human resource topics (recruiting, application process, interviewing, hiring, etc.)
- Advanced level oral and written communication skills
- Ability to execute recruiting strategies to deliver suitable job candidates that match employers' needs
- Ability to listen to employers and understand specific occupational requirements and candidate qualifications
- Ability to quickly assess job candidate qualifications, suitability, work readiness, and interest in employer position
- Ability to use assessment tools to effectively screen candidates
- Proficient in Microsoft Office Suite and willing to learn new software.
- Works well in teams that may include employers and/or other staff (flexible, congenial and adaptable)

Preferred Skills

- Flexible and creative in the use of resources to meet changing customer demands
- Experience using social media and other alternative methods of recruiting
- Able to conduct labor market research on individual employers and industries, as well as education, experience, and credential requirements for specific occupations
- Knowledge of specialized human resource topics such as benefits, turnover analysis, job skills analysis and talent development
- Self-directed and able to make rational decisions based on what is best for a customer
- Able to effectively prioritize tasks, manage time, and stay organized
- Results oriented, self-motivated, and adaptable to changing priorities



Position Description

Our purpose (Why We Exist) is to keep our region a great place to do business, work and live. The Supervisor provides the strategic leadership necessary to drive successful business operations. Under direction of senior management, with wide latitude for initiative and judgment, performs administrative work encompassing a multitude of assignments having critical impact on the direction and operations of the career office.

This individual will be responsible for cultivating a work environment conducive to staff success and ensuring that the highest quality service is delivered to the residents in our communities. The Supervisor understands the organizational mission and objectives; trains and develops staff; leads all career office operations in accordance with the guiding principles and values of the organization.

Reporting Requirements

Reports to contractor's corporate designee

Relationships

The Supervisor will develop and maintain relationships with employers, community leaders (including local government leaders), area schools, and other community organizations.

The Supervisor may supervise staff virtually, remotely in one or more locations and/or in person; has direct or indirect relationships with all supervisors and line staff including staff from other divisions and partner organizations.

A Supervisor develops on-going relationships with other office Supervisors in the region, including those Supervisors employed by different career office contractors. Contractors includes: Employer Service staff, Vocational Rehabilitation Supervisors, Education Opportunity Providers, Regional Supervisors, Business Consultants, Recruiters, Board Staff, other staff located outside the Supervisor's office.

Qualifications

- Bachelor's degree and a minimum of two years relevant experience in the workplace or
- Substitute 2 years of management experience for each year of college or
- Five years of experience at Workforce Solutions at least some of that in a supervisory role

Required Knowledge, Skills and Abilities

- Performance and quality management
- Results driven
- Knowledge and understanding of the labor market and job development
- Able to identify and solve problems
- Able to create, interpret and analyze reports to make informed decisions to enhance operations
- Proficient in Microsoft Office Suite; familiar with and able to use computers; able to learn employment related software, web search platforms, virtual communication tools, and social media platforms
- Ability to productively lead diverse teams in person and virtually
- Able to work with resident customers and other staff (flexible, congenial and adaptable)
- Ability to communicate orally and in writing at a professional level; Must have some, public speaking experience; Able to effectively present information to the public.
- Flexible and creative in the use of resources to meet changing customer demands
- Self-motivated, self-directed, and customer service driven
- Knowledge of conflict resolution strategies while working in a remote or in person environment

MANAGER

Position Description

Our purpose (Why We Exist) is to keep our region a great place to do business, work and live.

The Manager provides the strategic leadership necessary to drive successful business operations. Under direction of senior management, with wide latitude for initiative and judgment, performs administrative work encompassing a multitude of assignments having critical impact on the direction and operations of the career office. This individual will be responsible for cultivating a work environment conducive to staff success and ensuring that the highest quality service is delivered to the residents in our communities. The Manager understands the organizational mission and objectives; trains and develops staff; leads all career office operations in accordance with the guiding principles and values of the organization.

Reporting Requirements

Reports to contractor's corporate designee

Relationships

The Manager will develop and maintain relationships with employers, community leaders (including local government leaders), area schools, and other community organizations.

The Manager may supervise staff virtually, remotely in one or more locations and/or in person; has direct or indirect relationships with all supervisors and line staff including staff from other divisions and partner organizations.

A Manager develops on-going relationships with other office managers in the region, including those managers employed by different career office contractors. Contractors includes: Employer Service staff, Vocational Rehabilitation Managers, Education Opportunity Providers, Regional Managers, Business Consultants, Recruiters, Board Staff, other staff located outside the manager's office.

Qualifications

- Bachelor's degree and a minimum of two years relevant experience in the workplace or
- Substitute 2 years of management experience for each year of college or
- Five years of experience at Workforce Solutions at least some of that in a supervisory role

Required Knowledge, Skills and Abilities

- Performance and quality management
- Results driven
- Knowledge and understanding of the labor market and job development
- Able to identify and solve problems
- Able to create, interpret and analyze reports to make informed decisions to enhance operations
- Proficient in Microsoft Office Suite; familiar with and able to use computers; able to learn employment related software, web search platforms, virtual communication tools, and social media platforms
- Ability to productively lead diverse teams in person and virtually
- Able to work with resident customers and other staff (flexible, congenial and adaptable)
- Ability to communicate orally and in writing at a professional level; Must have some, public speaking experience; Able to effectively present information to the public.
- Flexible and creative in the use of resources to meet changing customer demands
- Self-motivated, self-directed, and customer service driven
- Knowledge of conflict resolution strategies while working in a remote or in person environment