



EMPLOYMENT COUNSELOR

POSITION DESCRIPTION

The individual in this position helps residents get a job, keep a job or get a better job. She/he provides professional advice to customers who want job search guidance, career advice or placement. She/he also helps customers access other services she may want or need, including Workforce Solutions' financial aid.

REPORTING REQUIREMENTS

The individual in this position reports to _____ (line supervisor)

RELATIONSHIPS

An Employment Counselor works primarily with people who are looking for work. He/she may also speak with and on occasion work with employers. Inside Workforce Solutions, an Employment Counselor works with all staff in a career office, but particularly Greeters, Employment Counselors, Personal Service Representatives, Financial Aid Specialists and Staffing Specialists. Employment Counselors also have contact with Business Consultants and Labor Market Analysts.

QUALIFICATIONS

- Bachelors degree OR
 - ✓ Six months of experience as a human resource recruiter, benefits coordinator or other human resource professional 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
- Knowledge of the workplace, jobs and requirements for entry into those jobs
- Able to listen to customers, analyze expressed needs and suggest solutions and action plan. Uses tact, diplomacy, and persistence in providing suggestions to customers
- Proficient in Microsoft Windows and Office; familiar with and able to use computers; able to learn new software
- Works well in teams and with resident customers and other staff (flexible, congenial and adaptable)
- Able to communicate orally and in writing at a business level
- Self-motivated and self-directed
- Results-oriented

DUTIES AND RESPONSIBILITIES

Determines with customers what services are needed to meet job search and career goals

- Listens to each customer request and provides professional advice to help each customer decide the best services for her.
- Provides job search guidance and career advice
- Assures that customer understands the next step in receiving services from Workforce Solutions or other community resources

Helps customers locate and apply for a job that matches the customer's skills and expectations

- Provides direct job matching of open system postings with the customer's skills and work requirements
- Offers qualified job candidates the opportunity to interview for posted jobs
- May check with the candidate or the employer to assess quality and success of the referral.
- Searches files for qualified candidates for job postings supplied by employer service representatives
- With permission from the responsible Business Consultant, may call businesses to locate openings for customers with skills and experience that are useful to those businesses

Provides career advice

- Provides local labor market information - what companies and industries are in the area, what skills and experience local area employers prefer and require, what is the usual means of entry into those companies/industries, advice on how best apply
- Is knowledgeable of current local labor market information, including:
 - Employers and industries in the region and near a local office, including the largest employers and key industries
 - Skills, education and experience area employers require and prefer, including skills and experience needed for growth occupations in key industries
 - Usual means of entry into area companies, industries and occupations, including the area's key employers and industries, and how to apply for work there
 - Workforce Solutions' targeted industries and high-skill, high-growth occupations and detailed information about entry into these industries and occupations
- Provides appropriate and relevant labor market information to help a customer in her job search
- Is knowledgeable of and able to use information about transferable skills from one industry or occupation to another to advise a customer

Directs customers to a productive job search

- Helps customers to access basic self help services through effective use of the resource library
- Provides resume advice. Suggests resume formats and helps in determining how and where the customer sends her resume

- Is thoroughly familiar with electronic, print and other resources to help customers in making helpful career and job search suggestions Uses this knowledge to determine which resources will benefit individual customers.
- Uses good judgment when suggesting to a customer that she may benefit from individual help from career office staff specialists or other community resources
- May provide - or connect to another Workforce Solutions staff person to provide - up to \$200 in financial aid to help customers to quickly get a job, keep a job or get a better job.

Other duties

- May take information from employers about current job opportunities and relay that information to the Employer Service Division for data entry into the electronic database.
- Enters information concerning customer service and outcomes in the appropriate management information systems
- Carries out special projects as requested by his/her supervisor or manager on or off site
- Completes required records

PERFORMANCE EXPECTATIONS

1. Makes between 168 and 180 direct placements during a 12-month period
2. Provides quality customer contacts to employer job postings in WorkInTexas.com

Supervisors measure this expectation by assessing referrals the counselor has made to job openings. A customer’s work application in WorkInTexas.com must clearly document that the customer has all qualifications required in the posting to which the counselor referred her. A supervisor will select a sample of at least 5 referrals each month and rate the referrals.

- ✓ Outstanding - Exceeds performance expectation – 90% - 100% of sampled customer referrals show that the customer met all the job requirements.
- ✓ Proficient - Meets performance expectation – 80% to 89% of sampled customer referrals show that the customer met all the job requirements.
- ✓ Unacceptable - Does not meet performance expectation – 79% or fewer of sampled customer referrals show that the customer met all the job requirements

3. Provides good customer service

Supervisors measure this expectation by observing at least two customer interviews a month, noting a description of the interaction and explaining why the staff did a good job and/or how she/he can improve: The following lists some items the supervisor may observe and describe.

- You greeted the customer correctly
- You listened to understand what the customer wanted from Workforce Solutions

- You gave good advice and/or the appropriate service to help the customer meet her/his needs (this includes a review of the number of contacts you gave the customer)
 - You spent the time needed to give good service but did not spend excessive time
 - You explained or confirmed the “next step” to the customer and made an appointment or introduced the customer to a staff specialist when applicable
- ✓ Outstanding - Exceeds performance expectation – 90% - 100% of staff observations meet expectations. *For example at the end of the year the supervisor has recorded 36 observations of a staff member’s customer interactions and 34 of those interactions met Workforce Solutions standard for good customer service - 94% of recorded observations meet expectations*
 - ✓ Proficient - Meets performance expectation – 80% to 89% of observations meet expectations.
 - ✓ Unacceptable - Does not meet performance expectation – 79% or fewer of observations meet expectations.

4. Records thorough up-to-date information in Workforce Solutions management information systems

A customer’s work application must show thorough up-to-date information about the customers work history, skills, education and work requirements. The matching profile and the resume reflect the same information. A supervisor will select a sample of at least 2 work applications each month and rate the application as acceptable or not acceptable. It is preferable to use the records of the customers the supervisor observed receiving service from the employment counselor.

- ✓ Outstanding - Exceeds performance expectation – 90% - 100% of sampled customer work applications are thorough and up-to-date.
- ✓ Proficient - Meets performance expectation – 80% to 89% of sampled customer work applications are thorough and up-to-date.
- ✓ Unacceptable - Does not meet performance expectation – 79% or fewer of sampled customer work applications are thorough and up-to-date.

Overall Performance Rating

Outstanding – Rated outstanding on at least 2 performance expectations and may not be unacceptable in the others.

Proficient – Not rated either Outstanding or Unacceptable

Unacceptable – Rated unacceptable in one or more of the four performance expectations