



Employment Specialist - Adult
Initial Pay Range \$42,827 - \$49,421 (Steps 1 - 8 of 17)
(\$20.59/hr. - \$23.76/hr.)

(Consideration for training/experience as permitted by Civil Service Law)

SUMMARY OF JOB DUTIES

Employment Specialists work with individuals to develop career goals and strategies which lead to family sustaining employment. Provides ongoing support and guidance to facilitate achievement of program performance benchmarks and customer success milestones. Primary duties include:

- Determine eligibility for WIOA Adult, Dislocated Worker, and emergency services available through the agency's Prevention, Retention and Contingency Program (PRC).
- Conduct individualized assessments to develop action plan to overcome barriers to employment goals. Plans may include education/training, referral to community resources, provision of supportive services to assist with transportation, housing, childcare, etc.
- Provide ongoing case management to active caseload for the purpose of monitoring customer progress and/or modifying plan activities/supportive services.
- Assist customers with job search skills, resume development, interview techniques, registration/use of www.ohiomeansjobs.com, labor market information, career interest/aptitude.
- Supports area employers by maintaining knowledge of business services such as training incentives, recruitment assistance, staffing demands, etc.
- Use of Microsoft applications to perform general administrative procedures.
- Communicates with customers in-person and through a variety of digital platforms (email, SMS, social media, and web site content management).
- Maintain program data in specialized databases and state administered case management systems.
- Provide Reemployment Services and Eligibility Assessment (RESEA) to designated customers receiving Unemployment Benefits to expedite return to the workforce.
- Present program information at events requiring public speaking and proficiency in presentation software as well as technical abilities. Attend meetings and training sessions to stay current on regulations, policies, and new methods.
- Assist with planning and implementation of special projects with community partners, e.g. job/career fairs, seasonal youth employment/training, employer events, peer development projects.
- Regular and predictable attendance is an essential function of the position.
- A valid driver's license is required to drive while performing job duties with out-of-county travel as necessary.
- Working outside normal working hours may be necessary for specific projects, e.g., rapid response, job fairs.

PREFERRED EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, ABILITIES and WORK HABITS

- Completion of baccalaureate degree in related field strongly preferred or commensurate experience
- Knowledge of employment recruiting/labor laws, adult education, career counseling
- Customer service including case management experience
- Strong verbal and written communication skills, including experience in public speaking and interviewing
- Ability to problem solve using creative thinking and sound judgement
- Excellent computer skills (MS Office) with desire to learn new programs
- Highly organized
- Keen attention to detail to ensure accuracy in all work products and performance
- Ability to independently prioritize and multi-task duties
- Action-oriented, adaptable, and innovative
- Exceptional interpersonal skills; emotionally intelligent, empathetic, sense of humor
- Creative critical thinker; able to harness, crystalize and activate big ideas



MINIMUM CIVIL SERVICE QUALIFICATIONS

- ✓ Completion of coursework, undergraduate or technical education in business, HR, communication, education or related field with experience interviewing and keyboarding;
- ✓ Or experience interviewing and keyboarding, plus 3 years relevant work experience.

Candidates must document training, experience, and education to demonstrate meeting each qualification.

In addition to the oral interview, skill-based assessments may be part of the interview-selection process.

Employment applications and benefit information are available at mcjfs.com

THE EMPLOYMENT APPLICATION, A COVER LETTER OF INTEREST AND RESUME ARE REQUIRED.

Marion County Job & Family Services

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