



**Employment Specialist - Adult**  
**Initial Pay Range \$44,117 - \$59,862 (Step 8 of 17)**  
**(\$21.21/hr. – \$24.47/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).
- Provide Reemployment Services and Eligibility Assessment (RESEA) to designated customers receiving Unemployment Benefits to expedite return to the workforce.
- Conduct individualized assessments to develop action plans 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](http://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.
- Present program information at events requiring public speaking and proficiency in presentation software as well as technical abilities. Attends 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 occasionally outside of Marion county to perform job duties.
- 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**

- Baccalaureate degree in related field is 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 public speaking and interviewing
- Ability to solve problems 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, human resources, communications, education or related field with experience interviewing and keyboarding;
- ✓ **Or** coursework or experience om customer service techniques, behavioral or social science, business math and English, 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](http://mcjfs.com)**

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

**Marion County Job & Family Services**

**363 W. Fairground Street**

**Marion, Ohio 43302-1759**

**E-mail: [Kelly.Bates@jfs.ohio.gov](mailto:Kelly.Bates@jfs.ohio.gov) or FAX 740-387-2175**

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