## CLASS CONCEPT:
Specialized professional level in Workforce Development requiring considerable knowledge of Development Services; under general supervision, plans organizes and coordinates assigned functions and may supervise professional, paraprofessional and support personnel engaged in providing assistance to those eligible for employment programs and related services.

### RANK 1

**JOB DUTIES:** Assists managers in developing and implementing programs. Makes recommendations relative to programs, implements changes and provides follow-up on same. Assigns and monitors cases and case load. Prepares and reviews weekly, monthly and quarterly reports. Documents, reviews and maintains case activity. Makes recommendations relative provider contracts, reviews contracts, initiates changes and monitors compliance. Coordinates services within and outside the department. Provides investigative services. May direct activities of the functions supervised and supervises professional, para-professional and support personnel. Interprets and implements policies as they relate to operations. Conducts unit meetings, insures continuity of programs, policies, procedures and techniques. Maintains knowledge of programs and available services. Performs administrative supervisory tasks. Promotes & explains the services of Development Services to regional employers and organizations; Identifies prospective customers using leads from Development Services CRM, leads from views of the division website, leads from existing clients, business directories, participating in organizations and clubs, attending trade shows and conferences. Contacts potential customers to discuss their workforce needs and explain how their needs could be met using the On-The-Job-Training program, Incumbent Worker Training program, and Talent and Recruitment Services. Initiates sales campaigns and follows marketing plan guidelines in order to meet sales and production expectations. Pre-employment and hiring activities/procedures; coordinating staff recreation and recognition programs; assisting with special projects; carrying out numerous data entry, collection and analysis functions; monitoring and maintaining personnel records as needed; composing and preparing reports, correspondence and confidential memos.

**MAJOR WORKER CHARACTERISTICS:** Knowledge of (labor market information), 1 (budgeting), 2 (bookkeeping), 4 (accounting), 5 (management), 8 (employee training and development), 9a (supervision (functional), 10 (safety practices), 11b (human relations), 13 (office practices and procedures), 14 (government structure and process), 15 (counseling), 16 (interviewing); Skill in 29 (equipment operation--personal computer), Ability to 30d (deal with problems involving few variables within familiar context), 30e (carry out instructions in written, oral or picture form), 30f (deal with problems involving several variables in familiar context), 30g (interpret variety of instruction in written, oral, picture or schedule form), 30h (apply principles to solve practical, everyday problems), 30i (deal with variety of variables in somewhat unfamiliar context), 30j (interpret variety of instruction in written, oral, picture or schedule form), 30p (deal with non-verbal symbols in formulas, equations or graphs), 31g (use statistical analysis), 32p (proofread technical materials, recognize errors & make corrections), 32q (use proper research methods in gathering data), 32r (prepare & deliver speeches before specialized audiences & general public), 32s (write &/or edit articles for publication), 32u (develop complex reports & position papers), 34f (handle sensitive inquiries from & contacts with officials & general public), 34g (establish friendly atmosphere as supervisor).

(*Developed After Employment)*

### RANK 2

**JOB DUTIES:** Responds to telephone and written inquiries; assists workers in peak periods; maintains orderly workflow, reassigns workers as needed. Maintains records; handles complaints and disturbances. Attends meetings, conferences, workshops, training programs and state or local hearings. Assists other units in absence of a supervisor. (Performs Related Duties As Required)

**MAJOR WORKER CHARACTERISTICS:**

(*Developed After Employment)*
| UNUSUAL WORKING CONDITIONS: Required to travel daily. | MINIMUM CLASS REQUIREMENTS: Completion of undergraduate major program course work in business, sales, marketing, human resources, political science, psychology or related discipline as required by college or university and 4 years of related experience, or completion of graduate major program in business, sales, marketing, human resources, political science, psychology or related discipline and 1 year experience. Must have valid drivers' license with acceptable driving record and show proof of insurance. (Other Evidences May Be Substituted) | TRAINING & DEVELOPMENT: |