CLASS TITLE: Workforce Specialist II

MAJOR AGENCIES: Department of Job & Family Services

CLASS CONCEPT: Under the general supervision of a Workforce Supervisor, Workforce Manager, Social Program Coordinator or higher level administrator, provides essential functions of providing federally mandated employment & training services to customers of Montgomery County Department of Workforce Development, to inform program applicants &/or participants of available employment services, promotes employment programs & services to regional employers & career seekers, collaborates with employers to develop job opportunities, provides counseling services for hard to place applicants, administers & interprets tests & refers program applicants & participants to training & employment programs. In addition to locating employers for public assistance recipients’ placement, counsel individuals preparatory to job placement, interview applicants.

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<td>Conduct training, work on Workforce Development Projects, Adjust budget amounts (this occurs on the WIA side), Special Projects, Grants Funding, Understand and operate multiple information and database systems such as CRISE-E, applicant tracking system(s) Ohio’s Workforce Case Management System (OWCMS) etc. The Workforce Specialist II will obtain at least one certification such as Workforce Development Certification, WIA Accreditation, Human Resources Certification Institute (HRCI).</td>
<td>Knowledge of 1(budgeting), 7(workforce planning), 11a(public relations), 11b(human relations), 13b*(agency policies), 14*(government structure), 15(counseling), 16(interviewing), 17*(business-Workforce Development), 21*(social sciences-workforce development, human services), 23(law-employment, labor); Skill in 25a(typing), 25b*(word processing-e.g., OhioMeansJobs (i.e., OMJ), Ohio Workforce Case Management System (OWCMS), Client Registry Information System-Enhanced (i.e., CRIS-E), Ohio Integrated Eligibility System (i.e., OIES), GroupWise, Microsoft Outlook, Microsoft Word, Microsoft Excel, Microsoft Access), 29*(equipment operations-(e.g., personal computer, multi-functional device [fax, print, copy, scan], telephone); Ability to 30h(apply principles to solve practical, everyday problems), 30j(interpret variety of instructions in written, oral, picture or schedule form), 30k(understand practical field of study-Human Resources [i.e., workforce planning, workforce development, labor law, full-cycle recruitment), 30l(define problems, collect data, establish facts &amp; draw valid conclusions), 30r(deal with many variables &amp; determine specific action), 30c(comprehend &amp; record figures accurately), 31d(add, subtract, multiply &amp; divide whole numbers), 31e(calculate fractions, decimals &amp; percentages), 31h(use statistical analysis), 32g(copy records precisely without error), 32k(complete routine forms), 32l(maintain accurate records), 32p(interview job applicants effectively), 32q(understand manuals &amp; verbal instructions, technical in nature), 32r(prepare meaningful, concise &amp; accurate reports), 32t(use proper research methods in gathering data), 33e(copy records precisely without error), 34i(develop good rapport with co-workers, clients, customers &amp;/or patients), 34j(resolve complaints from angry citizens &amp; government officials).</td>
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<td>Provides intensive case management services by meeting &amp; working with employers &amp; representatives of community resources organizations; manages a case load (e.g., job retention activities &amp; training provides customers with telephone &amp; face to face contact; generates reports &amp; customer status updates to division &amp; agency management. Determines eligibility &amp; suitability of adults, dislocated workers for Workforce Innovation and Opportunity Act (i.e., WIOA) &amp; Workforce Investment Act (i.e., WIA) programs available within Montgomery County whose goals sync with intended program outcomes (i.e., obtaining occupational skills, obtaining &amp; retaining employment &amp; increasing earnings); assesses the eligibility &amp; suitability of potential program participants (e.g., gathers the information necessary through candidate interview &amp; documentation [e.g., social security card, military discharge document, bank statements, pay stubs, copy of authorization to receive cash public assistance], enters candidate information gathered, into the state case management system &amp; department spreadsheet, makes determination of candidate’s potential to enter into programs(s) based on eligibility [e.g., eligibility to work within the United States, age requirements, employment status, income preliminary assessment in staff review, processes final determination [e.g., notifies candidate of acceptance or non-acceptance into program(s) via phone &amp;/or written correspondence, updates case management system &amp; department spreadsheet accordingly]).</td>
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Establishes & oversees career development plan: meets with participant to outline specific steps to be taken towards established outcome (e.g., taking career & occupational skill assessments, constructing resume & discussing interview preparation & meeting techniques, making referrals to the Job Center services & various other community service agencies to assist with a participant’s potential program barriers [e.g., child care, low income, transportation, assistance for disabilities]); [e.g., child care, low income, transportation, assistance for disabilities]; provides ongoing coaching to assist with obtaining & retaining career goals (e.g., maintains & documents monthly, quarterly & annual contacts with participant, arranges follow up meetings initiated either by staff member or participant to discuss program progress, new developments in job opportunities &/or barriers). Participates in the department recruitment & marketing initiatives: networks on an on-going basis with region employers with whom program participants may be connected (e.g., discusses past failures & successes with program participants, current employment needs, suggestions for communication &/or processes); participates in industry-specific periodicals &/or reports & staff meetings.

Knowledge of 7, 8b*(Human Resource Development), 11a, 11b, 13b*, 14*, 15, 16, 17, 21*, 23; Skill in 25a, 25b*, 29*; Ability to 30h, 30j, 30l, 31c, 31d, 31e, 31h, 32g, 32j, 32k, 32l, 32p, 32u(prepare & deliver speeches before specialized audiences & general public), 33e, 34c, 34d, 34g, 34i.

UNUSUAL WORKING CONDITIONS:

MINIMUM CLASS REQUIREMENTS: (Including License, If Any)
M.A. or M.S. in Human Resources, Human Services, Public Administration, Social Services, Liberal Arts, Business or related field plus a minimum of 1 year of of directly related experience; –OR– B.A. or B.S. in Human Resources, Human Services, Public Administration, Social Services, Liberal Arts, Business or related field plus a minimum of 2 years of directly related experience –OR– Associates in Human Resources, Human Services, Public Administration, Social Services, Liberal Arts, Business or directly related field plus a minimum of 4 years of related experience; –OR– 6 years minimum experience in related Workforce Development field in any of the following: recruitment, eligibility determination, job coaching, workforce planning, business development, project management or related field; –OR– alternative, equivalent evidence of the minimum class requirements.

TRAINING & DEVELOPMENT:
Behavioral-Based Interview Certification
Motivational Counseling Certification