CLASS TITLE: Workforce Specialist I  
CODE: 79405  
MAJOR AGENCIES: Department of Job & Family Services

CLASs CONCEPT: Under the general supervision of a Job & Family Services Supervisor, Job & Family Services Manager, Social Program Coordinator or higher level administrator, provides essential functions by participating in providing federally mandated employment & training services to customers of Montgomery County Department of Job & Family Services, to inform program applicants &/or participants of available employment services, provides employment programs & services to regional employers & career seekers, administers & interprets tests & refers program applicants & participants to training & employment programs.

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<th>JOB DUTIES</th>
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<td>Provides information of federal &amp; state programs for citizens seeking career &amp; skill development opportunities; registers new applicants &amp;/or updates previous applications for program participation; interviews, evaluates &amp; classifies applicants; determines eligibility and suitability of citizens for requested employment upon completion of skill training based on defined criteria; selects &amp; refers qualified applicants to recruiters, appropriate training programs &amp;/or special programs &amp; services; solicits, receives &amp; processes employer requests for federal employment funding in person, by phone or mail; communicates with employers to evaluate proposed application for completeness and accuracy; application of federal funding for new hires or incumbents; refers employers for additional Workforce services; operates computer terminal &amp;/or personal computer to enter, update &amp;/or retrieve data (e.g., applicant information, Individual Training accounts (i.e., ITAs), referrals and performs follow-up activity on employers' execution of training plans by individual; checklist information to specify occupations, job orders).</td>
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<td>Contacts employers &amp; related employer groups to ascertain labor requirements &amp; secures job orders; facilitates skills assessments, participates in interviewing candidates, conducts background checks; services employer job orders (e.g., searches files, selects &amp; refers qualified applicants according to employer specifications; performs follow-up activity on all referrals); maintains, updates &amp;/or purges applicants job order files; prepares reports &amp; correspondence; administers &amp; scores tests as assigned.</td>
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<td>Processes job orders; refers qualified applicants for job openings based on defined criteria's; responds to inquiries from public; attends meetings &amp; training; participates in conducting group application process; assists public in use of self-services computer terminals to provide data (e.g., labor market information, self-registration) to customers.</td>
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MAJOR WORKER CHARACTERISTICS

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(comprehend & record figures accurately), 31d(add, subtract, multiply & divide whole numbers), 31e(calculate fractions, decimals & 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 & verbal instructions, technical in nature), 32r(prepare meaningful, concise & accurate reports), 32t(use proper research methods in gathering data), 33e(gather, collate & classify information about data, people or things), 34c(work alone on most tasks), 34d(cooperate with co-workers on group projects), 34g(handle sensitive inquiries from clients & contacts with officials & general public), 34i(resolve complaints from angry citizens & government officials).

*Developed after Employment
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| UNUSUAL WORKING CONDITIONS: |
| MINIMUM CLASS REQUIREMENTS: (Including License, If Any) |
| B.A. or B.S. in Human Resources, Human Services, Public Administration, Social Services, Liberal Arts, Business or related field or Associates in Human Resources, Human Services, Public Administration, Social Services, Liberal Arts, Business or related field plus a minimum of two years of related experience; –OR– 4 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. (Other Evidences May Be Substituted) Must have a valid driving license and proof of insurance. |

| TRAINING & DEVELOPMENT: |
| Behavioral-Based Interview Certification |