

## **JOB DESCRIPTION**

### **Skills Development Team Member**

#### **Position Summary Skills Development Team Member:**

Serves as a resource to customers to assess and identify skill development services provided in the Workforce Office or by referral to partner agencies to assist with career opportunities. Provides information on work opportunities, creates career development plans to build skills to meet those opportunities, and assists customers by making referrals to skill building workshops and individual training programs in order to meet job seeking customers employment goal(s). Provides intensive case management to individuals enrolled in training.

#### **Primary Functional Tasks:**

- Introduces customers to the various skills development services available at the Workforce Office, and how those services will assist them in their job search and help them build personal work skills to reach their employment goal(s).
- Continues dialog with customers to collect additional information in order to ensure recommended services are appropriate.
- Conducts appropriate assessment activities to identify current skill levels, determine needed skills building services, and create a plan to build skills and/or match skills to current job openings.
- Provides labor market information to customers, including jobs in demand, wage rates, education requirements, etc., so customers can make informed and realistic choices for where to begin their job search.
- Assists customers with identifying their job skills and the skills needed for specific jobs of interest, then with the identification of skill gaps between current skills and the skills needed for a particular job.
- Assists customers with identifying their personal interests and explore skills/jobs that the customer may not have considered.
- Delivers appropriate skill-development services to customers, including facilitation of self-help services, presentation of workshops, and advice and consultation to ensure customers reach their employment goal(s).
- Explores training and skills-building opportunities in customer's desired career field, assist in creating a training plan to build skills, and if warranted, recommend customer for training programs and/or funds available through the Workforce Office.
- Makes referrals to various products offered in the Workforce Office's Product Box whenever appropriate to the customer's desires and needs.
- Directs customers to workshops and other services to assist them in building specific skills when facilitated assistance is not helping them reach the desired employment outcome(s).

#### **Secondary Functional Tasks:**

- Maintains required data entry of service delivery and customer information, service notes and other required tracking and reporting system transactions.

- Maintains regular and frequent contact with customers (via phone, face-to-face, email, text, etc.) to assess service needs, recommend additional services in order to assist customers in building needed skills, and/or to keep customers attached to services until employed.
- Monitors ongoing customer services throughout participation with the Workforce Office to ensure customers stay active with Product Box services until employed.
- Performs Greeter functions when directed by Team Leader or by Workforce Office Manager.
- Provides support to the Welcome and Employment Teams when assigned by a Team Leader or Workforce Office Manager.
- Assists customers in the Resource Center with employment related functions such as online applications, resume preparation, NCWorks virtual one-stop services website questions and other questions related to employment or training.
- Supports all policies and goals as they pertain to the Workforce Office system.
- Performs other duties as assigned.

### **JOB QUALIFICATIONS/REQUIREMENTS**

- Must hold a Bachelor's Degree and a minimum of one year of experience with Workforce Investment Act, Wagner-Peyser, Unemployment Insurance, REA, Veterans, Employer Services, Trade Act services an/or other related employment an training programs. Training experience is preferred.
- Must possess good written and oral communication skills, good interpersonal skills, the ability to lead group meetings, and good analytical skills.
- Must possess good computer skills,
- Must demonstrate an awareness of and sensitivity to the various cultural and socioeconomic characteristics of the clients and staff members.
- Working knowledge of office practices and procedures and the ability to be tactful and courteous.
- Working knowledge of various interests, skills and abilities assessment systems and on-line tools for developing
- Working knowledge of WIA regulations, Division of Workforce Solutions and Mountain Area Workforce Development Board procedures, policies and practices related to the operation of employment and training programs.
- Working knowledge of computers and effective skills in using personal computers for word processing, spreadsheet, presentation software, email, internet and limited database.
- Ability to follow oral and written instructions and procedures.
- Ability to perform word processing or data entry tasks with accuracy.
- Ability to organize a variety of ongoing projects and manage time effectively
- Ability to establish and maintain effective working relationships with the general public, co-workers, supervisors, employers and business owners/managers
- Ability to set and follow appropriate work priorities.

### **Knowledge, Skills, and Abilities/Competencies**

- Communication skills needed to answer inquires about processes, services, operations over the telephone and in-person and to prepare concise and factual written reports.
- Analytical skills to recognize, define, and resolve non-standard problems using operating procedures, practices and established precedents.
- Interviewing skills needed to analyze, interpret, and evaluate information and conflicting opinions.

**Attachment H**  
**Mtn. Area RFP for WIOA Career Centers**  
**PY2019/20**

- Reasoning skills to apply the provisions of the applicable laws, rules, regulations, and procedures to specific areas.