

### **BUSINESS AND WORKFORCE SUPPORT SPECIALIST**

**Reports to:** Manager, College and Career Readiness Programs

**Division:** Educational Services

#### **Our ideal candidate**

You have strong interpersonal and communication skills, with the ability and experience to network and collaborate at a variety of levels. You are able to establish and maintain effective working relationships with business and industry leaders, clients served, families, members of the public, and a variety of community groups, and can make effective presentations. You can work independently with little direction. You have strong organizational and case management skills and the ability to plan, organize, develop, and complete projects. You are a team player and take your responsibilities seriously.

#### **General description**

In coordination with the Program Manager and other program staff, provides direct services, coordination, and case management to business customers and program clients, with the goal of enhancing job readiness and achieving job placement for out-of-school youth.

#### **Specific duties and responsibilities**

- **Client Service:** Provides information to the public regarding available community services; reviews client's readiness and eligibility for services per Federal/State regulations; assists clients in researching vocational interests; conducts assessments in order to develop an individualized vocational plan for the client that includes services and activities needed to enable client to become job-ready; provides support services as identified in vocational plan and coordinates needed follow-up to provide other appropriate services to support vocational plan; makes referrals to appropriate services in order to remove barriers to employment; continually maintains updated menu of community resources and services; manages and maintains required files per regulations, such as: anecdotal records, required forms, reports and such other documents as may be required by contracting agency/partners; registers job ready clients; serves as backup as needed.
- **Workforce Follow-Up and Retention:** Develops and maintains ongoing contacts with business customers, industry representatives and job placement/training agencies to promote activities that lead to client placement; assists and supports clients during job search activities; furnishes clients with job leads; develops and administers employment workshops; assists in the planning of job fairs/targeted recruitment; coordinates job retention services with project manager; maintains current labor market information and business developments.
- **Program Development and Implementation:** Assists with developing agreements and coordinating services with various agencies; recruits eligible clients, including out of school youth, using strategies for proactive outreach and engagement; assists with developing procedures and executing action plans to meet program goals; may participate in the planning of Request For Proposal (RFP) implementation; maintains

## BUSINESS AND WORKFORCE SUPPORT SPECIALIST

current level of knowledge of program regulations; develops, implements and follows up with supervisor and team on individual and program strategic plans; based upon client needs, assists in designing and implementing marketing plan; coordinates, organizes and implements targeted activities to address the needs of the customer and client participants; participates in selected community events that complement the program; attends meetings and participates on committees as appropriate.

### Requirements

Education: Possession of a high school diploma supplemented by accredited college-level course work in business, nonprofit management, human resources management, or marketing. Possession of a bachelor's degree in a related subject is desirable.

Experience: Any combination of volunteer and paid work experience that would provide the required knowledge, skills, and abilities. A typical way to obtain the required knowledge and abilities would be two years of progressively responsible experience in job training or placement, career counseling, marketing and public relations, or providing services to disadvantaged or at-risk youth.

### Knowledge of:

- methods of job development and client placement;
- career counseling practices and strategies;
- case management procedures;
- principles of marketing and public relations;
- community resources and training programs;
- principles of quality practices and exemplary customer service;
- standard office productivity software;
- English grammar, punctuation, and spelling.

### Ability to:

- read, interpret and apply complex rules, regulations, guidelines, policies and procedures;
- gather and evaluate data, draw conclusions, and make sound recommendations;
- assess the interests and aptitudes of clients;
- manage cases through placement and retention;
- effectively market and represent a program, its clients and services;
- plan and conduct presentations;
- work cooperatively with partner agencies;
- teach job-seeking skills and develop jobs;
- support the client through transitions and facilitate decision-making and goal-setting;
- work independently and meet timelines;
- operate in a multi-task environment;
- organize and prioritize work;
- work cooperatively and effectively with individuals and groups and a diverse population;

## BUSINESS AND WORKFORCE SUPPORT SPECIALIST

- promote self-sufficiency of clients;
- maintain confidential and sensitive information;
- effectively communicate in both oral and written form;
- maintain accurate records;
- collect and disseminate information;
- operate a computer and other office equipment and related software programs.

Ability to speak, read, and write Spanish is desirable.

### Licenses and certificates

Valid California driver's license and required insurance coverage

### Working conditions

Office environment. Travel from site to site. Occasional evening or weekend work may be required for such efforts as registration, follow-up phone calls, committee meetings, and program events.

**Salary range 75** (pending concurrence of CSEA and approval of Personnel Commission)

Approved by the Personnel Commission: February 28, 2019 (pending)