

## HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

<b>Job Title:</b>	Network2Work Enrollment Services Specialist
<b>Reports to:</b>	Senior Director, Administration and Special Projects
<b>General Classification:</b>	Support
<b>Employment Status:</b>	Full-time, Regular Grant Funded Position through June 30, 2022, at this time
<b>Last Review:</b>	July 1, 2021

### **GENERAL STATEMENT OF RESPONSIBILITIES**

This position serves as the Hampton Roads Workforce Council’s (Council) Network2Work (N2W) Enrollment Services Specialist is responsible for initiating, maintaining, and expanding relationships with all persons wishing to enroll in the Network2Work platform. This position will serve as an integral point of contact for individuals seeking employment, training, and resources needed to successfully become self-sufficient. The N2W Enrollment Services Specialist will work closely with job seeker advocates who connect and guide job seekers along the pathway to self-sufficiency. Reports to the Senior Director, Administration and Special Projects.

### **ESSENTIAL JOB FUNCTIONS**

- Greets new enrollees and provides overview of N2W platform, explains processes, and ensures that job seekers are a good fit for the program and understand their responsibilities on their pathway to finding employment.
- Assists job seekers in completing enrollment process into the N2W platform and uses the database for tracking job seeker enrollment progress.
- Accurately trouble-shoots job seeker enrollment issues and concerns as needed.
- Ability to learn about the services offered by our providers to match job seekers to needed services.
- Coordinates with managers, project leads, partners and staff, as needed, to fulfill project objectives.
- Comprehends and interprets a wide body of regulatory guidance, policies and procedures.
- Prepares and presents oral and written presentations for stakeholders. Coordinates and prepares reports for Management and the Board’s leadership, as needed.
- Works with the Senior Project Manager and project staff to help identify new processes.
- Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Board of Directors’ Vision, Mission and Values.

### **REQUIRED KNOWLEDGE**

- Workforce Development – Considerable knowledge of concepts, programs, and issues pertaining to workforce development. General knowledge of other allied and community-

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wide partner programs, economic development processes and practices, to include a general understanding of target groups, services, and performance, relevant to project goals/ success metrics.

- Customer-Centric Focus – Considerable knowledge of principles and processes for providing customer service. The ability to establish and maintain effective working partnerships with a variety of partners, including community service organizations, human service agencies, faith-based institutions on behalf of no- and low- income citizens. This includes cultural sensitivity to all job seekers.

### **REQUIRED SKILLS**

- Critical Thinking – Using logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation.
- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.

### **REQUIRED ABILITIES**

- Communication – Excellent ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics. Ability to listen and understand information and ideas being presented verbally and in writing.
- Time Management – Ability to plan and organize daily work routine; establish priorities for the completion of work in accordance with sound time-management methodology. Ability to plan and coordinate multiple enrollments and activities. Understands and comfortably navigates the multi-disciplinary nature and broad reach of the public workforce development arena. Must be able to multi-task in a dynamic and ever-changing operating environment.
- Coordination and Collaboration – Equally comfortable working as part of a inter or intra agency team. Works well in a collaborative, open and collegial partner and stakeholder centric ecosystem. Coordinates with other managers, project leads, partners and staff, as needed, to fulfill project objectives.

### **EDUCATION AND EXPERIENCE**

Requires bachelor's degree in social services or related field or equivalent in education and experience. Knowledge and understanding of specific needs of underserved populations. Ability to provide your own transportation to cover assignments throughout the service area. Working knowledge of basic computer applications, software, and social media.

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### **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and a valid driver's license. Because this position will support regional infrastructure, travel using dependable personal transportation and current auto insurance coverage will be expected. Mileage reimbursement will be provided per agency policy.

### **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

### **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.