

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

Job Title:	Follow-Up Services Specialist
Reports to:	Director, Virginia Career Works, Administrative Services
General Classification:	Support
Employment Status:	Full-time, Regular
Last Review:	July 1, 2022, <i>Subject to change as merger integration evolves.</i>

GENERAL STATEMENT OF RESPONSIBILITIES

This position serves as the Hampton Roads Workforce Council's Follow-Up Services Specialist and functions as the coordinator of follow-up initiatives for exited Adult and Dislocated Worker participants from Workforce Innovation and Opportunity Act (Public Law 113-128) of 2014 programming. Responsibilities include contacting exited participants via multiple avenues (i.e. phone, email, social media, and mailings) and documenting their status based on the goals of the completed program into the content management database. Obtain documentation verifying credentials and employment of exited participants. Assess exited participants for need of follow-up services. Work is performed under the supervision of the Director, Virginia Career Works, Administrative Services.

ESSENTIAL JOB FUNCTIONS

- Contact exited participants utilizing multiple avenues, i.e., phone, email, social media, and mailings.
- Documents participant's progress related to the goals of the exited program.
- Obtains documentation on exited participants related to credentials and employment.
- Assess exited participants for need of follow-up services and where appropriate provide career related services or refer participants to additional community resources for assistance.
- Provide case management services to participants who are in need of further career and educational services.
- Creates reports on follow-up findings.
- Assist participants with individual career related needs such as job search and interview preparation.
- Be knowledgeable of the resources available throughout the Hampton Roads Workforce Council, as well as other partner resources.
- Represent the Hampton Roads Workforce Council at offsite community fairs and events throughout the region.
- Provides general and specific clerical and administrative support for the VCW Centers.
- Participates in data validation activities, as directed.
- Assists in the planning and implementation of regular and special VCW System customer events.
- Other related tasks that may be required.

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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

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

SKILLS AND ABILITIES

LANGUAGE SKILLS

- Excellent communications, written and oral, skills.
- Ability to build and sustain relationships, both internally and externally.
- Ability to engage in public roles when interfacing with a wide array of partners.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent.

REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to deal with a few abstract and concrete variables, exercising judgment, resourcefulness, ingenuity, and initiative.
- Ability to exercise discretion while managing confidential information.

OTHER SKILLS AND ABILITIES

- Comprehensive knowledge of software programs, particularly Microsoft Office Products with good keyboarding skills.
- Familiarity with social media platforms.
- Strong organizational skills and attention to detail.

EDUCATION AND EXPERIENCE

Minimum high school graduate or GED equivalent with one or more years of customer service experience; ability to multitask in a fast environment; ability to work a flexible schedule; ability to work with a diverse customer population; ability to perform customer related work activities in a confidential manner. The position also requires strong computer and internet research skills, database management skills, as well as, excellent interpersonal and communications skills. A combination of postsecondary education and limited work experience will be considered.

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.

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PHYSICAL REQUIREMENTS

The physical demands described here are representative of those generally experienced in an office and customer service operating environment. Considerable skill and adeptness required in the use of the fingers, hands or limbs in tasks. Reasonable accommodations will be made to assist individuals with disabilities to better perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to fingers, handle, or feel objects, office tools or controls; reach with hands and arms; climb stairs; balance; stoop; lifting up to 25 pounds; kneel; crouch or crawl; talk and hear; operate a personal vehicle.

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.