

## HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

<b>Job Title:</b>	Career Services Specialist
<b>Reports to:</b>	Director, Virginia Career Works, Career Services
<b>General Classification:</b>	Support <b>Pay Band:</b> Specialist
<b>Employment Status:</b>	Full-time, Non-Exempt
<b>Last Review:</b>	July 1, 2022

### **GENERAL STATEMENT OF RESPONSIBILITIES**

This position serves as the Hampton Roads Workforce Council's (Council) Career Services Specialist and serves as an integral first point of contact for individuals seeking employment and training assistance as well as other workforce services from the American Job Center, locally known as Virginia Career Works - Hampton Roads Region. Provide requested information and assistance in use of various education, training, and career resources while applying appropriate policies, procedures, and excellent customer service practices. To open, manage, clean, and close facility for normal business hours and to serve partners, clients, and businesses equally, as needed. Supervise the daily operation in the Career Resource Center - Williamsburg Affiliate Site and ensures high quality of customer service at all times. Reports any problem or customer complaint to management after making every effort to meet customer needs. Reports to the Director, Virginia Career Works, Career Services

### **ESSENTIAL JOB FUNCTIONS**

- Ability to work independently and use sound judgement when applying department policies, procedures, and guidelines.
- Acts as the primary liaison for site partners and the American Job Center.
- Coordinates the planning and implementation of regular and special VCW System customer events and workshops on site.
- Proficient knowledge of [www.VaWorkConnect.com](http://www.VaWorkConnect.com) (VaWC)/ Virtual One-Stop System (VOS) website and database.
- Knowledge of workforce development resources and world wide web tools and websites associated with workforce development and pertaining to the (VAWC) and the (VOS).
- Ability to balance, plan, schedule, organize and prioritize daily tasks in an integrated service delivery setting.
- Ability to greet visitors professionally and to answer telephone using proper business protocol, while maintaining a pleasant disposition under all circumstances.
- Ability to effectively and courteously work with the other staff, partners, businesses, and the general public relaying and explaining information orally and in writing.
- General knowledge of computers and word processing software with minimal errors (i.e. Microsoft Office 2016, including Excel)
- Other duties as assigned.

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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**

- To be knowledgeable of and comply with all policies and procedures of the Council, upholding organization values and client confidentiality.
- Ability to function independently.
- Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet deadlines.
- Ability to accurately present partner program and activities.
- Ability to deal with a fast-paced business driven work environment in an effective and professional manner.
- Ability to establish and maintain effective work relationships and to deal effectively and courteously with the public and businesses.
- General knowledge of office systems, practices, and administration.
- General knowledge of personal computers and related peripheral equipment. Comprehensive knowledge of Microsoft Office 2016 or newer.
- Ability to listen and understand directions, information, and ideas presented through spoken word or in writing.
- Ability to communicate effectively both orally and in writing.
- Ability to work as a team member.

### **LANGUAGE SKILLS**

- Ability to respond effectively to staffing issues, customer inquiries and complaints and other sensitive program related matters; and
- Ability to effectively present and report both qualitative and quantitative information to both small and large groups, committees, boards, etc.

### **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 apply principles of logical thinking to a wide range of organizational and service delivery challenges and issues; and
- Ability to deal with a variety of competing interests, abstract and/or concrete variables.

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## **EDUCATION AND EXPERIENCE**

Requires an associate’s degree in business, office administration, or related field or equivalent combination of education and/or experience. Experience working in an office administrative position preferred.

## **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**

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.

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_