

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

Job Title:	Veteran Employment Center Career Advisor
Reports to:	Veteran Employment Center Coordinator
General Classification:	Operations Pay Band: Advisor
Employment Status:	Full-time, Non-Exempt
Last Review:	January 31, 2024

GENERAL STATEMENT OF RESPONSIBILITIES

This position serves as the Hampton Roads Workforce Council's (Council) Veteran Employment Center Career Advisor and serves as first point of contact for individuals seeking employment and training assistance as well as other workforce development services; provides customer assistance, clerical work and a variety of other service delivery related tasks in support of the operation of the Hampton Roads Veteran Employment Center (HRVEC) and employment goals of its customers. Reports to the Veteran Employment Center Coordinator.

ESSENTIAL JOB FUNCTIONS

- Provide initial and follow-up contacts with HRVEC customers.
- Respond to customer inquiries and make appropriate service referrals.
- Facilitate documentation of the initial intake process for HRVEC customers.
- Maintain an ongoing schedule of HRVEC events, workshops, and customer appointments.
- Compile data for reports and maintain customer records.
- Disseminate HRVEC information to partners and customers.
- Assist customers at the HRVEC resource area.
- Assist with HRVEC events and workshops, as needed.
- Perform general clerical duties and office tasks.
- Perform other related tasks, as required.

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

- Knowledge of and ability to use correct case management and counseling/career advisor techniques.
- Ability to work effectively with both individuals and groups in assessing service needs and establishing goals.
- Ability to work as a team member.

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- Ability to deal with a fast-paced business driven work environment in an effective and professional manner.
- Ability to analyze and evaluate procedures and work methods and to exercise appropriate judgment in establishing training/work priorities.
- General knowledge of Workforce Innovation and Opportunity Act (WIOA) of 2014 Legislation, Rules and Regulations.
- General knowledge of personal computers and related peripheral equipment. Comprehensive knowledge of Microsoft Office 2016 or newer.
- Accuracy and effectiveness in entering data in MIS system.
- General knowledge of office systems, practices, and administration.
- Ability to function independently.
- Ability to communicate effectively both orally and in writing.
- Ability to read, understand and interpret written materials (especially federal, state, and local policies and regulations pertinent to the administration of the WIOA Program) and oral instruction.
- Ability to conduct detailed analysis of program issues and concerns and make recommendations as appropriate.
- Ability to complete detailed reports which include both narrative and numerical information.
- Ability to establish and maintain effective work relationships and to deal effectively and courteously with the public and businesses.
- Ability to compose and track email correspondence to and from customers and partners.
- Ability to manage high call volume and make calls to customers and partners.

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

- Computer Knowledge to include: Microsoft Office programs and social media platforms.
- Strong organizational skills and attention to detail.

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

EDUCATION AND EXPERIENCE

High School Diploma or GED and at least one (1) year of related work experience. Effective customer service and oral and written communications skills to be able to successfully provide services and interact with HRVEC customers and guests. Ability to effectively and efficiently use standard office equipment including computers, software applications, fax machines, copiers and multi-line telephone systems. Knowledge of standard office practices, procedures and recordkeeping. Ability to establish and maintain effective working relationships with others and follow oral and written instructions. Knowledge and understanding of the military lifestyle and culture is 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. Certified Workforce Development Professional Certification is required to be obtained within six months of hire and re-certified every three years.

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.

Employee Name: _____ Date: _____

Signature: _____