HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

Job Title:	Maritime Career Planner
Reports to:	Manager, Hampton Roads Maritime Training System
General Classification:	HRMTS Pay Band: Career Planner
Employment Status:	Full- time, Non-Exempt
Last Review:	2/9/2026

GENERAL STATEMENT OF RESPONSIBILITIES

This position serves as an ambassador for the Hampton Roads Maritime Training System (HRMTS), a program powered by the Hampton Roads Workforce Council and is responsible for providing comprehensive case management services to individuals eligible to receive maritime-related training and employment services through the Hampton Roads Maritime Training System. Promotes career opportunities in the maritime industry, including but not limited to shipbuilding, ship repair, and the emerging offshore wind industry. Makes service level determinations, provides personal, academic, and employment counseling and assistance. Refers individuals to other community providers when appropriate. Assists individuals in making informed decisions about job, career, and training opportunities. Refers participants to employment, community providers, and other resources as appropriate.

Additionally, this position will support and participate in events to raise awareness of training and career opportunities in critical maritime occupations. A good career planner will assess and determine participant eligibility for HRMTS and other Workforce Council programs and services and provide comprehensive case management services to those enrolled.

This position is currently grant-funded.

ESSENTIAL JOB FUNCTIONS

Outreach and Engagement

- Engage in outreach and recruitment efforts across the Hampton Roads region.
- Interact with potential participants through various communication channels, including in-person interactions.
- Process candidates identified through outreach activities, community partnership referrals, and other sources.
- Conduct assessments and interviews to evaluate participant needs, suitability, training and job readiness.
- Collaborate with HRMTS partners to enhance training enrollments and employment outcomes.
- Travel to, organize, host, and participate in training-related activities and industry networking events, including job fairs, enrollment events, etc.

Participant Support and Case Management

- Advise participants on eligible maritime training and employment opportunities.
- Assist participants with the completion and submission of required enrollment forms and eligibility documentation.
- Manage a caseload of participants enrolled in eligible training programs, providing wraparound support based on individual eligibility and needs.
- Provide ongoing case management support and advocacy to ensure timely access to services. This requires travel across the Hampton Roads region to assist with training enrollment and to deliver supportive services.
- Coordinate with training partners to support participant enrollments and successful training completion outcomes.
- Help participants connect with local job opportunities and conduct follow-ups for placement and retention.
- Coordinate enrollment and training completion activities with Eligible Training Provider agencies.

Compliance and Documentation

- Evaluate and document participant eligibility for services in line with federal, state, and HRWC Workforce Council policies, ensuring compliance with guidelines.
- Log all events and client interactions daily using the designated client relations management system following HRWC policies and practices.
- Uphold confidentiality standards for participant information.
- Maintain accurate electronic files and documentation.

Time Management and Coordination

- Maintain an updated schedule of daily activities on the calendar.
- Manage timelines, tasks, and milestones for enrolled participants.
- Provide prompt and responsive support to participant inquiries and lead contacts seeking additional information or assistance from the Workforce Council, ensuring that all requests are addressed efficiently and effectively.
- Exhibit strong multitasking skills by effectively managing multiple priorities, delivering high-quality results, and meeting deadlines for all assigned tasks.

Reporting and Accountability

- Prepare and submit data and narrative reports on activities as required and requested by program management.
- Record all activities, events, and client interactions in the designated client relations management system each day.
- Ensure all necessary information for report generation is submitted accurately and on time, facilitating timely analysis and compliance with program requirements.

Professionalism and Representation

- Represent the Workforce Council favorably by adhering to all policies and procedures.
- Perform additional 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

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.

LANGUAGE SKILLS

- Excellent communication skills, both written and verbal;
- Ability to respond effectively to customer inquiries and complaints and other sensitive program-related matters;
- Ability to facilitate individual and group information sessions; and
- Ability to effectively present and report required information to both small and large groups as requested.

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 percentage.

OTHER SKILLS AND ABILITIES

- Ability to understand the vision and values of the Workforce Council and to implement the mission, purpose, and goals;
- A high level of self-motivation and energy;
- Willingness to work both independently and with a team;
- Proficient in utilizing various communication and collaboration tools to maintain seamless connectivity with colleagues, efficiently manage tasks, and ensure project goals are met
- Proven track record of maintaining high productivity levels while working independently displaying excellent problem-solving skills while in a non-traditional working environment;
- Excellent organizational skills with ability to prioritize and multi-talk under minimal supervision to exhibit "follow-through" on task and goals;
- Excellent communication skills, both orally and in writing; and ability to develop and sustain positive relationships.

HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

EDUCATION AND EXPERIENCE

Requires any combination of education and experience equivalent to an associate degree and two years of experience in workforce development, project coordination, marketing, recruiting, direct sales, case management, or four years of relevant experience. Ability to manage multiple priorities and build strong customer relations. Experience using a computer, and electronic communication in a working environment.

WORK ENVIRONMENT

The Maritime Department operates during standard business days and hours, with schedules varying based on operational and program needs. This position requires regular travel throughout the Hampton Roads region and may occasionally involve evening or weekend hours to support program activities, outreach, and events. The role involves working across multiple office and community-based locations. Administrative and documentation work is completed from designated office or community-based settings. This position is not a work-from-home role.

ADDITIONAL REQUIREMENTS

- Valid driver's license, current automobile insurance, and reliable personal transportation are required for this mobile position. Mileage reimbursement is provided according to agency policy.
- Ability to pass a general background check to include a local and state criminal history check if required.
- Verification of employment and references to be conducted.

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 standing or sitting at a stationary workstation.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discern 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: _____