HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

Job Title:	Career Advisor
Reports to:	Career & Training Services Coordinator/Center Director
General Classification:	Support **Pay Band:** Advisor
Employment Status:	Full-time, Non-Exempt
Last Review:	April 21, 2025

GENERAL STATEMENT OF RESPONSIBILITIES

Career Advisors serve as an integral first point of contact for individuals seeking employment and training assistance as well as other workforce development services from the American Job Center, locally known as Virginia Career Works – Hampton Roads Region. The individual in this role will provide requested information and assistance in use of various education, training, and career resources while applying appropriate policies, procedures and excellent customer service practices. This role opens, manages, cleans, and closes facility for normal business hours and serves partners, clients, and businesses equally – as needed. Supervise the daily operations in the Career Resource Center and ensure high quality of customer service at all times. Reports any problems or customer complaints to management after making every effort to meet customer needs. Reports to the Career & Training Services Coordinator and the Center Director.

ESSENTIAL JOB FUNCTIONS

- Ability to greet all visitors professionally and to answer telephones using proper business protocol.
- Ability to effectively and courteously work with the other staff and the general public relaying and explaining information orally and in writing.
- Proficient knowledge 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, organize and prioritize daily tasks in an integrated service delivery setting.
- General knowledge of computers and work processing software with minimal errors (i.e. Microsoft Office and Excel).
- Ability to use independent judgment when applying department policies, procedures and guidelines.
- Ability to travel and work at any assigned Virginia Career Works – Hampton Roads Region site as needed.
- Ability to demonstrate sincere commitment to helping others and maintaining a pleasant disposition under all circumstances.

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 Director's 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 aware of and comply with all policies and procedures of the Council, upholding organization values and client confidentiality.
- Ability to work as a team member.
- 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 personal computers and related peripheral equipment. Comprehensive knowledge of Microsoft Office 2016 or newer.
- General knowledge of office systems, practices and administration.
- Ability to function independently.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective work relationships and to deal effectively and courteously with the public and businesses.

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.

EDUCATION AND EXPERIENCE

Requires a high school diploma or equivalent. Experience working in an office administrative position with a strong knowledge of filing systems, computers and work processing software customer service, multi-line telephones, and written correspondence 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 credential should be obtained within the first year of employment.

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 workstation.

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: _____