



## BOONSLICK REGIONAL PLANNING COMMISSION JOB DESCRIPTION

- JOB TITLE:** Workforce Specialist
- REPORTS DIRECTLY TO:** Functional Leader, Missouri Job Center - Warrenton
- GENERAL DESCRIPTION:** The Workforce Specialist has the general responsibilities of providing case management services to WIOA Adult & Dislocated Worker program participants.

### **SPECIFIC RESPONSIBILITIES:**

- Screen potential participants, through the intake process, for WIOA Adult and Dislocated Worker program eligibility.
- Prepare all participant forms or other documents required for program participation.
- Refer participants to non-WIOA programs, when applicable.
- Address barriers to employment the program participant may face.
- Explore career interests and aptitudes with program participants.
- Provide guidance to participants related to employment and training goals.
- Set up training opportunities for eligible participants, working closely with training providers to document attendance and progress.
- Maintain participant files and notes to document all activities.
- Maintain contact with the participant during program participation and complete follow-up activities as required.
- Develop relationships with area businesses to determine and their employment needs and work to address them.
- Conduct workshops to share information and skills.
- Provide information and/or make presentations to appropriate groups as requested.
- Assist customers in the Job Center, when needed.
- Attend meetings and training opportunities, as directed by supervisor.
- Abide by all applicable agency, state and federal regulations or guidelines affecting program activity.
- Other duties, as assigned by supervisor.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to interact with others on an interpersonal level.
- Ability to learn quickly and apply knowledge to the job requirements.
- Familiarity using a computer and software programs.

- Strong verbal and written communication skills.
- Strong organizational skills
- Ability to handle confidential information in an appropriate manner.

**OTHER FACTORS:**

- Valid driver's license required.
- Some travel required.
- Some out of region overnight trips to conferences/trainings.

**DESIRED QUALIFICATIONS:**

- Degree in an appropriate field and/or experience in employment and training activities, job development, or related fields preferred.
- Experience with customer service preferred.
- The ability to relate to participants and employers as demonstrated by previous experience or education is required.

*This job description is meant as a general explanation of some of the responsibilities and expectations for this position. As the demands of the organization change, so too might the demands of this position.*

*This job description is meant as a general explanation of some of the responsibilities and expectations for this position and in no way constitutes a contract for employment.*