

JOB DESCRIPTION

Job Title: Employment Counselor

Reports To: Center Manager/Employment Counselor

FLSA STATUS: Non-Exempt

Department: Employment Center

Summary: This position provides services to job seekers at the Center. The position reports to the Center Manager/Employment Counselor.

Essential Duties and Responsibilities include the following:

- Job seeker job training skills to include, but not limited to computer training, online job search, and resume writing.
- Assist job seekers in completing all documents necessary to receive services from the Job Center.
- Provide services to job seekers, helping them access resources and develop skills that can lead to employment success.
- Assist job seekers through the job search process. Screen job seekers for benefit assistance eligibility and make referrals.
- Assist with employment applications, resume and cover letter development, and make referrals to companies that are hiring.
- Other duties may be assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies:

Communications - Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.

Customer Service - Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.

Dependability - Commits to doing the best job possible. Follows instruction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance. Takes responsibility for own actions.

Planning & Organization - Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.

Use of Technology - Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.

Qualifications: 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Associate's degree or equivalent from two-year college or technical school; or six months to one year

related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Write routine reports and correspondence. Speak effectively before groups of customers or employees.

Mathematical Ability:

Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Compute rate, ratio and percent, and draw and interpret bar graphs.

Reasoning Ability:

Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems involving several concrete variables in standardized situations.

Computer Skills:

Ability to use Microsoft Office (i.e. Word, Excel, PowerPoint, Outlook, etc.); internet skills.

Certificates and Licenses:

N/A

Supervisory Responsibilities: Supervise Employment Counselor.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. An Office environment with noise level in the work environment usually at a moderate level.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle or feel. The employee is occasionally required to stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl and taste or smell.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name

ACKNOWLEDGED: Supervisor/Manager Signature

Date