



Job Description

Job Title	Dynamic Futures Specialist		
Employed by	Dynamic Workforce Solutions		
Reports to	Title	Youth Sector Lead	

Salary:	\$28,000 - \$38,000	Type of position: FT	Hours <u>40</u> / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt
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PURPOSE

Provide employers with the right candidate. Administer federal programs for young adult career seekers.

KEY ACCOUNTABILITIES

- **Effective and Compliant Case Management** – Identify and recruit eligible and suitable program participants. Identify career seeker barriers and refer to appropriate resources (internal or external) to overcome barriers. Provide career advisement including the development of individual employment/placement plans, referrals to jobs, placement in training or education programs, job placement or advancement, and retention services. Acquire and maintain ongoing programmatic competency to ensure compliant management of cases. Accurately document customer interactions through well-written case notes. *Measure – Achieve contract performance measures for assigned cases including goals for clients served, entered employment and credential rates, and program participation; achieve annual error rate of no greater than 3% from program monitoring; achieve goals for participant outcomes including employment placements, individual training accounts, and work experience assignments.*
- **Dynamic Futures** – Effectively implement the Dynamic Futures Young Adult Program. *Measure – Quarterly observation evaluation.*
- **Placements** – Successfully place Dynamic Futures participants in unsubsidized employment. Work closely with Sector Leads, Business Account Executives, and Talent Acquisition Specialists to integrate youth cases into job matching, recruitment, and other placement activities. *Measure – Total placements achieved; quality referral form ratings.*
- **Work Experience** – Work closely with the Work Experience Coordinator and the WIOA Program Manager to ensure youth are assessed and appropriately matched to work experience opportunities. *Measure – Total placements achieved; full expenditure of work experience funds.*
- **Skill Gains** – Guide customers who are basic skills deficient through remediation to eliminate educational barriers and attain skill gains. *Measurement – Achieve contract performance measures related to youth skill gains.*
- **Customer Satisfaction** – Maintain high levels of customer satisfaction by providing valued and timely services. Customers include both career seekers and employers. *Measure – Achievement of customer survey response and rating goals.*
- **Total Quality Management** – Ensure that case files meet or exceed programmatic requirement. *Measure – Meet monthly self-monitoring and customer follow-up requirements; achieve annual error rate of no greater than 3% from program and follow-up monitoring.*
- Other duties and responsibilities as assigned.

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WORK EXPERIENCE REQUIREMENTS		
<ul style="list-style-type: none"> – Minimum of two years’ experience in staffing, recruiting, or workforce development with at least one year’s experience working with computer systems for data entry and data review. – Minimum one year experience working with at-risk youth populations. – Previous experience in workforce development is preferred. 		
KNOWLEDGE, SKILLS AND ABILITIES		
<ul style="list-style-type: none"> – Understand the recruitment, data entry, and customer requirements for all funding streams. – Understand and follow program policy. – Knowledge of employment recruiting practices. – Ability to engage, understand, and respond to the needs of business accounts. – Proficient with Microsoft Office. – Outstanding critical thinking and interpersonal communication skills are required to motivate career seeker. – Demonstrated ability to handle conflicts in a professional manner and maintain high levels of customer satisfaction. – Must have the ability to work in a fast-paced and diverse environment. – Must be able to work in multiple mediums for training delivery (i.e., internet, classroom, print, etc.). – Manage multiple priorities to ensure that deadlines are met. – Excellent verbal and written communications skills are necessary. – Ability to accurately document customer interactions through well-written case notes is a must. – Experience with Employ Florida Marketplace (EFM), One-Stop Service Tracking (OSST), and FLORIDA is preferred. – Knowledge of business practices within specific industry preferred. – Strong familiarity with regulatory entities and their laws and guidance that apply to job posting and recruitment, individual training accounts, employed worker training, customized training, and on-the-job training. 		
APPLICABLE STRENGTHS THEMES		
<p>CareerSource Capital Region is a Strengths Management organization. For a brief description of the Strengths themes go to: http://www.strengthstest.com/theme_summary.php and for more information go to http://www.strengthsfinder.com. It is required that all staff understands and demonstrates daily usage of their own Strengths. Strengths are important to the successful operation of the organization and as such a combination of the following Strengths is preferred.</p>		
Primary Strengths Themes	Secondary Strengths Themes	
Achiever, Competition, Developer, Focus, Futuristic, Individualization, Input, Relator, Woo	Activator, Arranger, Belief, Command, Communication, Consistency, Empathy	Maximizer, Positivity Restorative
EDUCATION REQUIREMENTS		

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<p>– Bachelor’s degree or equivalent experience is required. Areas of specialization in Human Resources, Communications, Training and Development, Education, Business, Psychology, or closely related field preferred.</p>		

STAFF (PRINT NAME)	
STAFF (SIGN)	Date
SUPERVISOR (PRINT NAME)	Title
SUPERVISOR (SIGN)	Date
DATE HIRED	