



Job Description

Job Title	Learning Lab Specialist		
Employed by	Dynamic Workforce Solutions		
Reports to		Title	Career Center Manager

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

Assist career seekers to become work ready through assessment and job skills training.

KEY ACCOUNTABILITIES

- **Work Readiness Assistance** – Work with career seekers to determine their level of readiness to appropriately apply for and attain employment. Interview and assess customers to obtain information on work history, training, education, and job skills to determine appropriate employment goals. Assist customers with résumé critiquing/writing and interview skills development using various resources including in-house workshops, one-on-one education, and online resources. Based on barriers to employment, provide appropriate information and referrals to resources needed. *Measure – Achievement of customer survey rating goals; quarterly evaluation observations; no more than 3 substantiated complaints per year; periodic and random sampling of career seeker résumés deemed to meet defined standard.*
- **Professionalism of Workspace** – Oversee Learning Lab. Ensure that the room area is a calm and professional space; information about the center, current activities, employment opportunities, and applicable guidance is up to date and displayed in a clear and appropriate way; and equipment is in working order. *Measure – Achievement of customer survey response and rating goals; quarterly evaluation observations; no more than 3 substantiated complaints per year.*
- **Career seeker Assessment** – As needed, plan, schedule, and conduct appropriate career assessments based on staff-issued referrals. Assessment may include, but are not limited to TABE, Prove IT, My Next Move, MyCareerShines, and other career interest inventories or skill-based assessments. *Measure – Year-over-year increases in total assessments administered; achievement of customer service survey ratings goals; quarterly evaluation observations.*
- **Basic Skills Training** – Based on assessments results, assist customers with accessing appropriate basic computer and other skills training including but not limited to in-house workshops, GCF Learn Free, Alison, and others. *Measure – Year-over-year increases in total assessments administered; achievement of customer service survey ratings goals; quarterly evaluation observations.*
- **Work Registration and Industry Sector Assignments** – As necessary, assist customers with completing full work registration and accurately assign career seekers to appropriate industry sector based on their work experience/history, skills, and desired career development needs. *Measure – Periodic and random sampling of work registrations deemed to meet defined standard; rate of approval of sector assignments by Sector Lead.*
- **Tracking** – Complete all required data entry on administered assessments and other resources utilized. Data entry includes entering case notes on individual customer system profiles. *Measure – Timeliness and quality of data entry.*
- Other duties and responsibilities as assigned.

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WORK EXPERIENCE REQUIREMENTS

- Minimum of three years’ experience in human resource/staffing/recruiting/training/counseling/education based areas.
- Previous experience in workforce development is preferred.
- Minimum of one year experience working with various customer assessments tools.
- Two or more years’ experience working with computer systems for data entry and data review.

KNOWLEDGE, SKILLS AND ABILITIES

- 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.
- Understand the recruitment, data entry, and customer requirements for all funding streams.
- Knowledge of local labor market and employment recruiting practices that will facilitate the ability to integrate career seekers into their assigned industry sector.
- Demonstrated ability to navigate the internet and coach others on how to do the same is required.
- Experience with Employ Florida Marketplace (EFM) preferred.
- Proficient with Microsoft Office.
- Knowledge of business practices preferred.
- Knowledge of workforce assessments is preferred.
- Knowledge of One-Stop Service Tracking (OSST) and FLORIDA preferred.

APPLICABLE STRENGTHS THEMES

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.

Primary Strengths Themes		Secondary Strengths Themes	
Achiever, Adaptability, Communication, Context, Developer, Empathy, Individualization,	Input, Learner, Maximizer, Positivity, Relator, Woo	Activator, Analytical, Arranger, Belief, Competition, Connectedness,	Consistency, Focus, Futuristic, Intellection, Responsibility, Significance

EDUCATION REQUIREMENTS

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

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