



Job Description

Job Title	Retention Specialist		
Employed by	Dynamic Workforce Solutions		
Reports to	Title	WIOA Program Manager	

Salary	\$15 - \$18/hour	Type of position: PT	Hours <u>30</u> / week	<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-exempt
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PURPOSE

Conduct follow-up and retention activities for various programs.

KEY ACCOUNTABILITIES

- **Timeliness and accuracy of conducted activities and data entry** – Contact customers whose cases have closed to verify retention of employment and enter notes in appropriate management information system within the established timeframes and standards. *Measurement - Error rate as determined by monitoring tools; achievement of contract measures.*
- **Effective case management** – Identify career seeker barriers and refer to appropriate resources (internal or external) to overcome barriers; refer career seekers to open and available jobs; and provide job placement or advancement and retention services. *Measurement – Achieve contract performance measures.*
- Other duties and responsibilities as assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of 1 year experience in a customer service and administrative/data entry position.

KNOWLEDGE, SKILLS AND ABILITIES

- Manage confidential information and tasks.
- Understand the data entry requirements for all funding streams.
- Understand the recruitment, data entry, and customer requirements for all funding streams.
- Interpret and understand program policy and establish necessary work processes and procedures.
- Must be able to set and manage priorities and execute programmatic data entry on a timely basis.
- Strong Microsoft Office skills.
- Must have the ability to work in a fast-pace and diverse environment.
- Very strong interpersonal verbal and written communications skills are necessary.

APPLICABLE STRENGTHS THEMES

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<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, Consistency, Discipline, Focus		Arranger, Belief, Competition, Harmony	
EDUCATION REQUIREMENTS			
– Associate’s degree or equivalent experience required.			

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