



Job Description

Job Title	Work Experience Specialist		
Employed by	Dynamic Workforce Solutions		
Reports to	Title	Project Director	

Salary:	\$22,000-30,000	Type of position: FT	Hours <u>40</u> / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt
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PURPOSE

Serve as point of contact for work experience participants regarding orientation, payroll, and ongoing measures of progress.

KEY ACCOUNTABILITIES

- **Career Seeker Coordination** – Appropriately make direct placements to worksites with eligible program participants. Accurately review, enter, and complete timesheets in the timesheet management system. Coordinate new hire orientations, time sheet collection, and paycheck distribution. *Measurement – Achieve contract performance measures for associated programs; meet budgeted supportive service goals for associated programs.*
- **Timeliness and Accuracy of Data Entry** – Record WIOA and payroll data into appropriate systems within the established standards. To meet the data entry standard, communication with management and staff is required to ensure that the receipt of records is timely. *Measurement – Achievement of error rate goals as determined by state monitoring tool; participation rates for specific programs.*
- **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.*
- **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.*
- **Analysis and Communication** – Analyze and track outcomes from work experience program and communicate trends effectively with management. Provide programmatic guidance and assistance to make recommendations and improve outcomes. *Measurement – Achieve contract performance measures for associated programs; meet budgeted supportive service goals for associated programs.*
- Other duties and responsibilities as assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of 1 years’ experience working with computer systems for data entry and data review.
- Previous experience in workforce development is preferred.
- Previous case management experience is preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent verbal and written communications skills are necessary.
- Ability to engage, understand, and respond to the needs of business accounts.
- Must have the ability to work in a fast-paced and diverse environment.
- Strong ability to coordinate with internal and external partners.

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<ul style="list-style-type: none"> – Understand the data entry, and payroll requirements for work experience activities. – Must demonstrate attention to detail. – Understand and follow program policy. – Ability to present exceptionally well in a group setting. – Proficient with Microsoft Office. – Ability to accurately document customer interactions through well-written case notes is a must. – 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. – Ability to monitor and analyze results and generate reports. 			
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, Adaptability, Belief, Communication, Focus,	Positivity, Relator, Self-Assurance, Woo	Analysis, Command, Competition, Developer,	Ideation, Includer, Responsibility
EDUCATION REQUIREMENTS			
<ul style="list-style-type: none"> – Bachelor’s degree or equivalent experience is required. Areas of specialization that are also preferred are Business Administration/Management, Marketing, Public Relations, or closely related field. 			

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