



Job Description

Job Title:	Workforce Services Specialist
Employed by:	Dynamic Workforce Solutions
Reports to:	Title: Career Center Manager

Salary:	\$24,000 - \$37,000	Type of position: FT	Hours <u>40</u> / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-
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PURPOSE

Provide exceptional customer service in the Workforce Services Room. Ensure customer flow is followed according to designated work flows and initiate sector assignment. Responsible for quality assurance of specific customer activities.

KEY ACCOUNTABILITIES

- **Exceptional Customer Service** – Assist customers in Workforce Services room to complete Employ Florida Marketplace (EFM) registration, create and upload an application ready résumé, schedule individual objective assessments with Talent Acquisition Specialists, and direct to industry sectors appropriately. Provide backup coverage in other customer service areas as needed to aid in greeting all visitors in a kind and courteous manner, aiding new customers with preliminary guidance on accessing services and assisting existing customers with relevant and current information. *Measure – Achievement of customer survey response and rating goals; quarterly evaluation observations; no more than 3 substantiated complaints per year.*
- **Professionalism of Workspace** – Oversee Workforce Services Room. 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.*
- **Customer EFM registration** – Ensure career seeker entered information is at a defined standard. *Measure – Periodic and random sampling of work registrations deemed to meet defined standard.*
- **Customer Résumé Review** – Ensure career seeker résumés meet a defined standard. *Measure – Periodic and random sampling of career seeker résumés deemed to meet defined standard.*
- **Industry Sector Assignments** – Initiate accurate industry sector assignments of career seekers to the defined standard based on their work experience, skills, and desired area of career development. This work should be executed by utilizing interviewing, coaching/training, labor market information, and recruiting skills. *Measure – Rate of approval by Sector Lead.*
- Other duties and responsibilities as assigned.

WORK EXPERIENCE REQUIREMENTS

- At least two years’ experience in staffing, recruiting, or workforce development.
- Two or more years’ experience working with computer systems for data entry and data review.

KNOWLEDGE, SKILLS AND ABILITIES

- Proficient with Microsoft Office.
- Must build expertise in all workforce services and programs.

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<ul style="list-style-type: none"> – Must have the ability to work in a fast-paced and diverse environment. – Internet navigating skills are required. – Outstanding verbal and written communications skills are required. – Must have the ability to work independently. – Experience with Employ Florida Marketplace (EFM) is preferred. – Knowledge of Labor Market and industry trends. – Analytical capabilities to determine an individual’s best direction for employment opportunities. 	
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, Individualization, Input, Positivity, Responsibility, Woo	Arranger, Communication, Consistency, Developer, Empathy, Learner, Maximizer
EDUCATION REQUIREMENTS	
<ul style="list-style-type: none"> – Associate’s degree or higher is preferred or equivalent experience. 	

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