

Employment Services Specialist

Classification: Exempt – Salary
Supervisor: Employment Services Coordinator

Purpose of Position in Skillpoint Alliance

Under the supervision of the Employment Services Coordinator, the Employment Services Specialist provides employment assistance to clients of the Community Technology Training Centers (CTTC) and Gateway programs, as well as program support for all Adult Workforce Programs.

Position Description

The Employment Services Specialist works with the Employment Services Coordinator, the Director of Adult Workforce Services, the CTTC Director, and the Gateway Program Coordinators to ensure client and program needs are met. The Employment Services Specialist provides employment assistance and coaching to clients of the CTTC and Gateway programs. The Employment Services Specialist is also responsible for working with regional employers and service providers to ensure clients are provided with the best possible assistance in finding resources for their needs. Additionally, the Employment Services Coordinator facilitates basic computer skills and professional development training for both CTTC and Gateway participants.

Responsibilities:

- ❖ Employment Services:
 - Markets employment services to recruit existing clients
 - Meets with clients one-on-one to assess and meet needs, including resume development, interviewing skills coaching and online application assistance
 - Assists Employment Services Coordinator with networking among area employers, educators and service providers to connect clients to employment and/or resources
- ❖ Classroom Facilitation
 - Facilitates basic computer skills class, including Intro to Document Creation, Intro to PC's, Internet, and Email and basic file management
 - Facilitates of professional development classes, including resume writing, interviewing skills and workforce preparedness
- ❖ Case Management
 - Assists with 30-60-90 day follow up of clients receiving employment services, as well as clients enrolled in classes who have not received employment services
 - Fulfills grant deliverables pertaining to client employment, promotion, and continuing education success
- ❖ Program Assistance
 - Data Entry for CTTC and Gateway program as needed
 - Assists with marketing, outreach and recruitment of Gateway participants
- ❖ Other duties as assigned

Location/Hours/Schedule

- ◆ Full-time: Exempt
- ◆ Skillpoint Alliance Offices 201 E 2nd Street, Suite B, Austin Texas 78701
- ◆ 8:00am-5 pm M-F, some Saturdays as needed for CTTC Orientations

Physical demands

- ◆ Work is both sedentary and mobile—indoors.
- ◆ In-town travel (mileage compensated).

Required Skills

- ◆ Minimum 2 years work experience in a workforce development or case management environment
- ◆ Commitment to the mission and values of the organization

- ◆ Excellent verbal, written and visual communication skills
- ◆ Highly organized, systematic thinker and self-motivated worker requiring minimal supervision
- ◆ Proficiency in the use of the computer, with excellent Internet research skills, expertise in MS Word, PowerPoint, Excel and Outlook.
- ◆ Ability to be flexible, persistent and confident.

Preferred/Additional Skills

- Human Resources/Staffing experience
- Bilingual English and Spanish. Proficiency in both spoken and written communications in both languages.
- Experience with WorkInTexas
- Graphic Design and Web Design skills are a plus

Required Education / Experience

- ◆ High School Diploma or GED
- ◆ Bachelor's degree in a related field will substitute for work experience

Compensation

- ◆ Salary based on experience.

Performance Expectations and Review

Performance reviews may be conducted annually, semi-annually, or quarterly. Areas of evaluation may include but are not limited to:

- ◆ Success in carrying out duties as required by above job description
- ◆ Initiative in taking on new responsibilities
- ◆ Willingness to work in as a strong team member
- ◆ Ability to take guidance and supervision