

GOLDEN SIERRA JOB TRAINING AGENCY

BUSINESS AND EMPLOYMENT SPECIALIST I-II

DEFINITION

To perform a variety of professional duties and tasks related to workforce development, administration and operations; and to perform analytical work related to development, implementation and evaluation of workforce development programs and One-Stop career centers.

DISTINGUISHING CHARACTERISTICS

Business and Employment Specialist I - This is the entry-level professional class in the Business and Employment Specialist series. Positions in this class typically have little or no directly related work experience and work under general supervision while learning job tasks. This class is distinguished from the Business and Employment Specialist II level by the performance of less than the full range of duties assigned to the Business and Employment Specialist I level. Incumbents work under general supervision while learning job tasks, progressing to direction as procedures and processes of assigned area of responsibility are learned.

Business and Employment Specialist II - This is the journey level professional class within the Business and Employment Specialist series and has the ability to perform the full range of duties assigned, with only occasional instruction or assistance as unique situations arise. Incumbents receive direction from an assigned supervisor. Positions in this class are flexibly staffed and are normally filled by advancement from the Business and Employment Specialist I level. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. This class is distinguished from the Senior Business and Employment Specialist in that latter provides direct first-line supervision of assigned professional staff.

SUPERVISION RECEIVED AND EXERCISED

Business and Employment Specialist I

Receives general supervision from a Senior Business and Employment Specialist.

Business and Employment Specialist II

Receives direction from a Senior Business and Employment Specialist.

May exercise functional and technical supervision over professional staff as assigned.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Interview youth and/or adult clients to gather information, conduct assessments; identify needs, and determine eligibility for employment services; obtain required documentation and approves applications according to regulations and policies.

Explain regulations, rules and policies to youth and/or adult customers and apprise them of rights and responsibilities, and assist applicants in completion of forms for employment programs; assist clients via the Internet and other computer applications.

Interview youth and/or adult customers for initial appraisal of client's job readiness; gather information on client's education, work history, skills, and barriers to employment; identify employment goals and objectives, the time it will take to reach the goal, and the available resources to attain the goal.

Provide employment services in the One-stop Center; assist clients and potential customers with researching employment and related resources, using the computers and internet, and answering questions related to potential services.

Conduct training sessions on a variety of topics related to life and employment skills; prepare and/or edit curriculum of training sessions.

Approve and provide supportive services for customers such as transportation, ancillary needs, and child care where such services would permit continuation or acquisition of employment.

Identify and refer to appropriate services any customers who require assistance with such problems as substance abuse, mental health, domestic violence, homelessness, child or adult abuse or neglect.

Develop and manage employment services plans for job-ready clients who need minimal services for removal of employment barriers.

Assign and monitor job search and job skill activities and tracks applicable time limits; refer unsuccessful clients for further evaluation.

Contact and respond to requests from local businesses regarding potential services and/or resources.

Enter data accurately on line into one or more computer systems; utilize and understand various computer screens, and complete and review computer and on-line documents and other forms.

Prepare clear, concise and accurate records, narratives, reports and statistics; maintain case record files, update and modify employment plans as necessary.

Monitor customer compliance with program standards and agreements; evaluate and report on contract compliance; provide on-going technical assistance to grantees and sub-grantees in meeting technical obligations, including filing reports and related performance criteria apply customer sanctions and conducts reconciliation interviews to bring customers back into conformity with employment plan requirements.

Train the general public, Agency staff, and Agency partner staff on routine procedures related to One-Stop applications.

May perform technical information technology system activities; perform upgrades, downloads and patches; troubleshoot printers, internet connections and related peripheral equipment; back-up system data; assist with moves and changes.

Build and maintain positive working relationships with co-workers, other Agency employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Business and Employment Specialist I

Knowledge of:

Basic principles and practices of job training and workforce development.

Federal, state, and local legislation and regulation related to job training.

Ability to:

Learn community and regional resources related to One-Stop employment services.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Learn interviewing practices and techniques; resume/job application preparation and presentation.

Learn principles and practices of the One-stop Center.

Prepare and present clear concise reports, orally and in writing.

Gather, compile, analyze, and interpret data.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Some professional workforce development experience is desirable.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business or public administration, human resources, career development, or a related field.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license. Proof of adequate insurance and medical clearance may also be required.

Business and Employment Specialist II

In addition to the qualifications for the Business and Employment Specialist I

Knowledge of:

Organization, procedures and operating details of the Agency and assigned division.

Ability to:

Work independently with limited supervision.

Understand and use foundation principles and practices to work in the One-stop Center.

Deliver training workshops and group presentations.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of professional experience performing duties similar to a Business and Employment Specialist I with the Golden Sierra Job Training Agency.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business or public administration, human resources, career development, or a related field.

License or Certificate

Possession of, or ability to obtain, an appropriate, valid California driver's license. Proof of adequate insurance and medical clearance may also be required.