

**Career Advisor Position Description**

**Reports to:** ☐ **Operations Manager or** ☐**Assistant Operations Manager**

**Office Location:** ☐**Paola** ☐**Pittsburg** ☐**Independence** ☐**Emporia**

**Date Prepared: 5/17/15**

**FLSA Category: Non-Exempt (hourly)**

**Primary Objectives of Position:** Under the general supervision of the Operations Manager and/or Assistant Operations Manager, this individual will be responsible for and maintaining a case management process for job seekers who are eligible for the Workforce Innovations and Opportunity Act (WIOA) or other related programs. They will assist participants in linking with training to enhance job skills that will transition them towards economic self-independence. They will be responsible for managing a caseload to engage job seekers in job training, placement and retention activities. Work with customers seeking employment and/or training in a one-stop center environment.

**Essential Job Functions:**

* Have a basic working knowledge of all one-stop programs such as WIOA Adult/Dislocated Worker/Youth, KHPOP, Wagner-Peyser and all other programs to be able to provide customer services on as needed basis.
* Understand that a One-Stop Career Center is a team environment and that a Career Advisor may be asked to fill a number of roles based on employer demands.
* Understand all programs and funding sources available to customers so that use of resources is maximized via dual enrollment where appropriate.
* Have a complete working knowledge of WIOA legislation and the local policy that relates to program outcomes.
* Have a working knowledge of KansasWorks and the inter-relationships of timely and accurate data entry as it relates to performance management.
* Assess individual needs and develop an Individual Employment Plan or Individual Service Strategy (ISS), an action plan that addresses identified needs, that must be addressed before a quality job referral can be made with confidence of the job seeker and Career Advisor.
* Review the IEP and ISS to ensure that required follow-up is performed to assist with sustaining the customer on a path to an employed lifestyle. This can involve but is not limited to workshops offered on a regular basis at the one-stop center or at other organizations in the community.
* Keep current through training on new developments and best practices in the field of workforce development.
* Participate in a quality management system that strives for customer satisfaction and continuous improvement.
* Other duties as deemed necessary by supervisor.

**Job Location and Time Commitment:**

This position will have a principal office location at one of four Workforce Centers as indicated above. Primary work will occur from these offices, but the position could be required to travel within the 17-county area as needed. This position is a full-time, hourly position. This position is expected to work 40 hours per week. Overtime hours will be based on the business needs of the organization and must have prior approval of the immediate supervisor. Employment is an at will employer-employee relationship.

**Job Qualifications and Experience:**

* Bachelor’s degree in business, accounting, finance, or related field or equivalent experience.
* Previous experience in the employment/training field preferred.
* Knowledge of federal and state workforce development programs and policy.
* Experience working with the community, public and non-profit organizations and all levels of government.
* Ability to relate effectively with people with a high level of integrity.
* Other duties and special projects as needed to meet overall Workforce Center objectives.
* Excellent oral and written communication skills.
* Strong analytic ability and technical competency.
* Must possess general PC proficiency and strong skills in MS Word, Excel and PowerPoint.
* Must have a valid driver’s license and valid automobile insurance.

**The ideal candidate will demonstrate the following capabilities**:

* Commitment to the mission of the organization and dedicated to going the extra mile.
* Flexibility to adjust priorities based on the needs of the organization.
* Highly organized and detail oriented with excellent time management skills.
* Ability to assess, build and manage relationships both internal and external.
* Proactive problem solving capabilities.
* Outstanding interpersonal skills.
* Evidence of the ability to consistently make good decisions through a combination of analysis, wisdom, experience and judgment.
* Ability to work in a fast paced environment and juggle many responsibilities at once.
* Ability to operate both independently and hands-on with the flexibility to be part of a team.
* A track record of embracing challenges and the ability to act and react as necessary, even if limited information is available.
* Ability to work effectively with private sector representatives and community organizations
* Ability to work well with other staff and Board members

I understand the job duties as described above and accept this position and duties.

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**Employee Signature Date Received/Reviewed**