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|  | **JOB DESCRIPTION** |
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**JOB TITLE:** Workforce Assistant – WIOA Youth Program

**DEPARTMENT:** Center for Workforce Development **FLSA:** Non-Exempt

**LOCATION:** Union, MO **LEVEL:** 103

**REPORTS TO:** Executive Director, Center for Workforce Development **DATE:** 08/25/2017

**POSITION SUMMARY:**  Provides a variety of individual services such as job development, training, testing and counseling services, utilizing a case management model to enable individuals who are economically disadvantaged, dislocated, or have multiple employment barriers to find appropriate work.

**EDUCATION, EXPERIENCE, and LICENSES/CERTIFICATIONS:** *(A comparable amount of training, education or experience may be substituted for the minimum qualifications.)* Completion of associate's degree and one year related experience.

**ESSENTIAL TASKS:** *Employee must be able to perform the following functions to the satisfaction of the employee’s supervisor.*

* Provide support for the day-to-day activities and case management of Franklin County WIOA Youth program
* Determines customer eligibility for a variety of workforce development programs. Refers customers to appropriate programs, agencies and/or resources. May refer ineligible individuals to other community agencies or resources.
* Works with customers to develop individual training plans, engage employer placement contacts, and counseling. Assists clients with job placement, including job-search classes, labor market analysis and employment contacts.
* Assesses customer need, authorizes, and facilitates supportive services to assist in removing barriers that may prevent successful completion of the program.
* Provides comprehensive evaluation of employment and training needs. Assesses customer skills by interviewing, testing and other methods.
* Provides counseling for customers with employment or educational barriers. May assess clients with physical or mental disabilities and make appropriate referrals to related services.
* Facilitate group processes including testing, workshops, orientations and job clubs.
* Assist student financial aid applicants and recipients by providing accurate information, appropriate materials, and procedural instructions for WIOA Youth Program participation
* Collect required documents related to financial aid applications in a manner which is consistent, organized and meets all federal, state and institutional guidelines
* Communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public.
* Ensure that all activities are conducted within the established College policies, FERPA guidelines and other applicable laws pertaining to employment and education.
* Perform assigned responsibilities, duties, and tasks according to established practices, procedures, techniques, and standards in a safe and efficient manner and with minimal supervision.

**KNOWLEDGE, SKILLS and ABILITIES:**

Knowledge of department and college policies, procedures, and practices with the ability to answer work-related questions; and/or interpret and apply these guidelines correctly in various situations; perform administrative or manual duties for the department or division; knowledge of the Family Educational Rights and Privacy Act (FERPA); knowledge of business English with the ability to write in complete sentences using appropriate words, correct grammar, punctuation and spelling; ability to devise or modify methods or processes to solve specific problems; ability to manage multiple projects and work under time pressures to meet established deadlines; ability to handle confidential material judiciously; ability to work effectively in a busy environment with frequent interruptions; knowledge to troubleshoot minimal computer/software issues; excellent customer service skills; detailed-oriented with skills in proofreading materials and data entry to ensure accuracy.

**LEADERSHIP and COMMUNICATION SKILLS:**

Ability to communicate effectively in a professional, tactful and courteous manner with students, employees, faculty, and the general public; communicate to convey or exchange general work-related information or service to internal or external customers; ability to establish and maintain effective working relationships with employees at all levels and with diverse student populations; ability to manage interpersonal conflict situations requiring tact, diplomacy and discretion.

**DECISION-MAKING and ANALYTICAL SKILLS:**

Requires frequent decision making affecting students; ability to exercise independent judgment within the scope of assigned authority; may be responsible for providing information to those who depend on a service or product; adhere to college and department policies, procedures, and practices; follow technical instructions, procedure manuals, and charts to solve practical problems; and/or compose routine or specialized reports or forms and business letters; and/or ensure compliance with clear guidelines and standards; perform job duties in a safe and efficient manner.

**EQUIPMENT/SOFTWARE:**

Utilizecurrent College and/or department information technology equipment, software and programs; standard office equipment and department specific equipment. Proficient with Microsoft Office (Word, Excel, Outlook)

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

**Environment:** Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; may require flexible schedule to work occasional evenings and/or weekends;

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, reach; to lift, carry, push, and/or pull light to moderate amounts of weight; and/or to operate office equipment that may require repetitive hand movement

**POSITIONS SUPERVISED:**

None

**SIGNATURES:** I have read and reviewed the above job description with my immediate supervisor. This job description has been designed to indicate the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualification required for the job.

Employee Signature/Date Supervisor Signature/Date

**NOTICE OF NON-DISCRIMINATION:**  *East Central College does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, age, disability, genetic information or veteran status.*