

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title Senior Workforce Development Specialist
Sch & Grade PAT-7
Class Code BH92
FLSA Status Non-exempt
Bargain Unit Elig. AFSCME
Occupational Group Human Services

PRIMARY PURPOSE:

Performs senior level workforce development job functions to include the coordination of daily program activities. Participates in career counseling and case management of WFD clients.

SUPERVISION:

Under general supervision of assigned Workforce Development Supervisor. Provides guidance and direction to staff in assigned program area.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Assists Workforce Development Supervisor in training and orienting staff to the Workforce Development Department.
2. Provides guidance to Workforce Development Specialists regarding case management activities including program eligibility guidelines, occupational skills training, forms preparation, organizational processes, etc., as need arises.
3. Participates in client assessments and career counseling and maintains a caseload of program participants receiving workforce development services.
4. Assists Workforce Development Supervisor in reviewing program performance; recommends changes to ensure program compliance.
5. Maintains participant folders; prepares and completes forms and reports as required.
6. Performs case file audits to include review of case notes and data entry for accuracy and completeness and reports audit findings to Workforce Development Supervisor in assigned program area.
7. Reviews and pre-approves customer tuition and support services as recommended by Workforce Development Specialists.
8. Monitors designated program area and reassigns staff as necessary to ensure adequate coverage of all job responsibilities.
9. Travels to other agencies and off-site locations as assigned to meet with clients as well as coordinate client and program issues as needed.
10. Serves as acting supervisor in the absence of the Workforce Development Supervisor.

IMPORTANT FUNCTIONS:

1. Attends conferences, workshops, seminars and other training for professional development purposes.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Principles and procedures involved in interpreting and applying policies, procedures, and regulatory requirements. Knowledge regarding barriers individuals face in the employment and training arena is desirable.

Abilities

Understand employment and training needs of individuals seeking services as well as various methods related to job seeking and retention skills; conduct appropriate job development and placement on participant's behalf; provide effective coaching and guidance to staff in assigned program area; strong attention to detail; read employer contracts, program applications, etc.; remain flexible in accepting job assignments; effectively utilize a variety of computer software applications; follow oral and written instructions; communicate effectively both verbally and in writing; model and promote acceptance and respect for differences among employees and citizens; perform effectively as a member of a team in carrying out the City's stated mission and philosophy; deal effectively and courteously with associates, clients, private sector employees, and the general public; present an overall professional image; perform the essential functions of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Graduation from an accredited college or university with a Bachelor's Degree in Social Work, Guidance & Counseling, Sociology, Psychology, Human Resources, Business or Public Administration, or a related discipline plus one year of experience as a Workforce Development Specialist in the City of Springfield's Workforce Development Department or a comparable position with another Workforce Development agency/contractor. Appropriate work experience may be substituted for the formal education requirement on a year-for-year basis.

Physical Requirements

Performs bending and reaching to both ground level and overhead; ability to operate a computer keyboard and/or mouse in order to complete job duties; lifts and carries supplies, equipment, printed materials, etc. up to 30 pounds; pushes and pulls up to 25 pounds.

Working Environment

Primarily indoors with heating and cooling regulated in a general office environment; may be exposed to extreme weather conditions when traveling to employer locations and training institutions.

Licensing/Certification

None required. Certification as a Certified Workforce Development Professional (CWDP) or Missouri Workforce Development Professional (MWDP) is desirable.

Miscellaneous Requirements

If operating a motor vehicle for the purpose of completing job duties, must possess a valid Missouri Motor Vehicle Operator's License and provide own transportation as necessary. Some assignments are located outside of Springfield within established regional guidelines.

Last Revision: February 21, 2012 **GENERAL ORDINANCE NO.** 5824

Comments: Updated Abilities **Date:** June 15, 2009

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____