

**JOB DESCRIPTION
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT
EMPLOYMENT AND
COMPENSATION DIVISION**

Job Title	<u>Workforce Development Specialist</u>
Sch & Grade	<u>PAT-6</u>
Class Code	<u>BH77</u>
FLSA Status	<u>Non-exempt</u>
Bargain Unit Elig.	<u>Union eligible</u>
Occupational Group	<u>Human Services</u>

PRIMARY PURPOSE:

Performs a variety of career counseling work for individuals seeking jobs and services through the City of Springfield Department of Workforce Development and/or other area resources. Has primary responsibility in Resource Services, Youth Services or Career Development program areas. Resource and Career Services program areas provide services to clients through in-person assessments, job placement and training activities, and resource room utilization. Career Development program area provides case management services and referral activities for clients.

SUPERVISION:

Under general supervision of assigned Workforce Development Supervisor.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Interviews job seekers to assess, enroll, counsel, and refer clients to appropriate services available through the Job Center and other area resources.
2. Develops and facilitates orientations and workshops for clients.
3. Develops Individual Plan for youth clients and utilizes the plan to monitor progress and completion of goals.
4. Trains clients on job search tools/strategies and using resource rooms.
5. Administers, scores, and interprets appropriate vocational tests, including providing guidance and counseling for participants experiencing barriers to completing training and maintaining employment.
6. Refers participants to job openings and other employment opportunities and provides follow-up services as needed.
7. Provides career counseling to clients and prepares individual service strategies to set goals for completing program objectives.
8. Maintains program participant folders and prepares and completes forms and reports as required.
9. Meets with and maintains relationships between the department, partner agencies, and private employers throughout the Ozark Region (City of Springfield, Christian, Dallas, Greene, Polk, Stone, Taney and Webster County) in the placement of participants in various programs and services.
10. Utilizes a variety of computer software applications as necessary to complete job responsibilities.
11. Travels to other agencies and off-site locations as assigned to meet with clients as well as coordinate client and program issues as needed.
12. May contact educational institutions to resolve tuition or class issues.

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 is desirable. Principals of goal setting and career placement.

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; 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; effectively welcome and embrace 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 or related disciplines such as Vocational Education, Business or Education Degree with an emphasis or minor in one of the above areas. Appropriate work experience may be substituted for formal education requirement on a year-for-year basis. Bilingual communication skills are a plus.

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. May be required to stand for extended periods of time on various occasions or for specific duties.

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), Missouri Workforce Development Professional (MWDP), Missouri Association for Workforce Development (MAWD) and National Association of Workforce Development Professionals (NAWDP), depending on assignment, 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:	May 8,2018	GENERAL ORDINANCE NO. 3502
Comments:	Updated primary purpose, essential functions, knowledge and licensing/certification.	Date: April 1984

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:** _____