

**JOB TITLE: Workforce Development Specialist – Level 1**

**LOCATION: Pima County One Stop Career Center (ARIZONA@WORK)**

**RESPONSIBLE TO: SER-Jobs for Progress, Inc. (Administratively) and assigned to a designated Pima County One-Stop Office Manager (Operationally).**

**HOURS: 8:00 a.m. – 5:00 p.m. (Mon-Fri)**

**HOURLY WAGE: \$19.80/hour, 40 hours per week, plus Benefits**

**SUMMARY:** Counsels, evaluates, trains and provides access to needed community services to One-Stop System customers seeking assistance gaining initial employment or re-employment services. The Workforce Development Specialists will participate in County-led internal and external activities to market the One-Stop System to the general public and public/private sector employers seeking employment related services.

**DUTIES/RESPONSIBILITIES:** Work assignments may vary depending on the department's needs and will be communicated to the Contracted staff by the Pima County or SER supervisor.

- Counsel One-Stop System customers on the labor market, job availability and job skill and education requirements;
- Interview and counsel One-Stop System customers to determine short- and long-term career goals, employment barriers and, if needed, additional training and education;
- Evaluate One-Stop System customers' needs for additional services. These services may include mental, behavioral and other health-related issues and emergency housing. The incumbent will coordinate referrals with the appropriate agencies;
- Provide career and academic counseling as well as crisis intervention, as needed;
- Offer individual and group counseling related to job loss and reemployment;
- Develop and conduct Employability Skills classes and workshops addressing general and specific workforce career and job search issues;
- Coordinate client referrals with applicable agencies and schools;
- Administer and interpret standardized tests such as career interest inventories, aptitude and personality tests and tell the clients the results;
- Review job orders and match One-Stop System customers with specified job requirements using manual or computerized file searches and refer clients until job placement occurs;
- Teach, individually or in a workshop setting, resume writing, job search and interviewing techniques and entrepreneurial skills;
- Initiate on-the-job training/transitional job contracts with wage levels, length and training content specifications;
- Refer One-Stop customers to occupational skills upgrade training;
- Organize program orientation sessions for One-Stop System customers; and
- Perform other duties as may be assigned by the SER Director/Designated Pima County One-Stop Office Manager.

**Outreach:**

- Work with community employers to promote and develop job opportunities for One-Stop System customers in Pima County;

- Act as a representative for the One-Stop System programs to community agencies, and business associations and economic development organizations such as the Chamber of Commerce;
- Stand in for the One-Stop System, through speaking engagements and individual meetings, before groups, including employers and community agencies;
- Assist in various One-Stop System program activities to include business retentions, entrepreneurial startups, business expansions, and new business recruitment.
- Advise businesses of available tax incentive programs for employing program customers;
- Follow-up with employers and verify job opening status and the employment of One-Stop System customer referrals;
- Work with client/business organizations to develop and plan short- and long-term layoff activities;
- Coordinate pre-layoff activities for employers and their employees.

#### **Knowledge of:**

- Community, business and economic development resources;
- Qualifications generally associated with a wide variety of jobs found in the community;
- Economic development methodologies;
- Local, state and national labor markets and trends;
- Principles and techniques of resume writing, job search and interviewing techniques;
- Rules, regulations, procedures and practices of the Workforce Innovation and Opportunity Act (WIOA), Americans with Disability Act (ADA), youth employment laws, Fair Labor Standards Act (FLSA) and other county contracting rules, regulations and standards;
- Needs of adults/dislocated workers and youth;
- Programs offered by local educational and training institutions;
- Crisis intervention techniques and services.

#### **Knowledge and Skill:**

- Proficiency in effective verbal and written communications;
- Temperament to establish and maintain good working relationships with others;
- Ability to analyze situations and use sound judgment to make decisions, draw conclusions and determine appropriate course of action;
- Capacity to observe and recognize client actions and symptoms that may require professional health intervention;
- Facility to assist the One-Stop System and employers with mass recruitment efforts.

#### **MINIMUM QUALIFICATIONS:**

- (1) A Bachelor's degree from an accredited college or university and two years of experience in employment and training services. (A Master's degree from an accredited college or university in a related field may substitute for one year of the required experience.)

OR:

- (2) Six years of professional level experience in employment and training areas.

#### **OTHER REQUIREMENTS:**

**Licenses and Certificates:** Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of initial or promotional probation. Failure to obtain/maintain the required licensure shall be grounds of termination.

**Special Notice Items:** Some positions may require bi-lingual in English and a second language as determined by the appointing authority. Some positions may require the (reimbursed) use of personal vehicles to travel between work-sites in the performance of assigned duties.

**Physical/Sensory Requirements:** Required physical/sensory requirements will be determined by position.

**Documentation and Data Proficiency:**

Strong skills in documentation, data entry, and electronic recordkeeping are essential. Proficiency in using participant tracking systems (such as Arizona Job Connection or similar case management software) is required to ensure timely and accurate data input, reporting, and compliance with program requirements.

**Prior to hiring, applicant will be subject to a background check which includes criminal history and fingerprint verification.**

**How to apply: email a resume no later than 5:00 p.m. Friday, July 1, 2025.**

**Please indicate what position you are applying for on the email subject line.**

**To: Erik Dorame – [serjobs85713@yahoo.com](mailto:serjobs85713@yahoo.com)**

