

JOB SUMMARIES

Career Specialist Triage/Job Attainment

Perform the essential duties of a Career Specialist for CECT Workforce Solutions, LLC by performing all duties related to the triage, job attainment functions as assigned.

Essential Job Requirements

- Greets and directs the general public upon entering the center by answering questions and providing information.
- Answers the telephone and forwards calls; as required.
- Performs data entry to maintain database information.
- Operates fax machine and other general office equipment.
- Prepares correspondence.
- Performs general office duties including; but not limited to filing, copying, and maintaining assigned records/files.
- Occasionally delivers and pick-ups post office mail and overnight packages to carrier.
- Regular and consistent attendance is required.
- Identify customers who may need a tour of the Resource Room.
- Provide initial tour of Resource Room to get customers started.
- Refer customers for obvious needs through pro-active observation and monitoring.
- Provide assistance to customers using Resource Room materials and services i.e. computers, faxes, copiers and phones.
- Guide customers to services in Resource Room, including scheduling customers for the General Workforce Center Orientation and for group workshops.
- Refer customers to the Workforce Center services and other community services necessary to implement their career and job search plans.
- Assist customers in implementing their career and job search plans and monitoring their progress.
- Ensure that non-enrolled customers who are interested in pursuing WIT job openings are registered in WIT.
- Ensure that customers are following Resource Room policies and procedures.
- Identify when Resource Room equipment is not in working order and notify the Office Manager.
- Maintain a clean, friendly and positive environment in the Resource Room.
- Ensure that there is someone at the Information Desk at all times to assist customers and answers customer questions.
- Staff employer on-site Resource Rooms (i.e., Rapid Response) as required.
- Update TWIST information as necessary.
- Facilitate referral to intake/eligibility appointment and evaluation.
- Responsible for assisting in the development of management reports.
- Assists in the verification, analysis, and classification of data, conducts research when necessary.
- Maintains filing system for all pertinent information and reports.
- Maintains confidentiality of materials.
- May assist in the development of training material for staff presentations.
- May assist in conducting training on use of automated systems in compliance with program rules, regulations, policy and procedures.
- Regular and consistent attendance is required.
- Perform other duties as assigned; based on operational needs.

Career Specialist Career Counseling

The Career Specialist will effectively and efficiently perform the essential duties of the position, including case management services to a diverse clientele to help customers remove barriers to

employment. To perform this job successfully, the Career Specialist must be able to perform each duty, outlined below, satisfactorily.

Essential Job Requirements:

- Interview participants in an articulate and professional manner to assess and record information regarding training needs, education, experience, skills, interest and other relevant factors to fully explore clients' career development opportunities and to provide information regarding programs.
- Develop, implement, and maintain strategy for each participant to assist in establishing self-sufficient goals and develop a plan to coordinate available resources including referral to other agencies and businesses to attain desired goals.
- Maintain a caseload and provide a broad range of case management services including maintaining proper documentation, monitoring of eligibility, customer activity tracking and reporting, conciliation and sanctions (if applicable) conducting staffing as needed with co-case managers as appropriate.
- Possibly will process work applications, support services, and provide job referrals.
- Performs data entry of applicant activity in TWIST automated database in a timely manner and as required by policies and procedures.
- May attend off-site workshops, or training seminars and training to maintain current knowledge of the services, rules and regulations to ensure compliance with federal, state and local directives, rules and regulations.
- Prepare correspondence, reports and other written material.

Career Specialist Employment Services

Acts as primary resource for job search support of job seeking customers by coordinating referrals and preparing applicants for referrals to businesses or WorkInTexas.com (WIT) job postings.

To perform this job successfully, the Career Specialist must be able to perform each duty, outlined below, satisfactorily.

Essential Job Requirements

- Orients customer to Workforce Center services, programs, and outside services, as necessary. Orientations include Workforce Innovation and Opportunity Act (WIOA), Reemployment Services and Eligibility Assessment (RESEA), long term unemployed, and general Workforce Solutions Services.
- Meet with job seekers in person and virtually to provide individual services such as job contacts, referrals, job developments, assessments, and pre-employment activities.
- Assist job seekers in developing and implementing an Employment Development Plan to rapidly obtain employment.
 - Conduct job readiness assessment to determine if customer is "job ready."
 - Provide and discuss labor market information (LMI) about the local workforce area, demand occupations, occupational outlook for specific occupations, and additional LMI information as needed.
 - Review job seeker resumes and applications, suggesting and assisting customer with revisions as needed.
 - Conduct preliminary interview and provide feedback to improve responses, as needed.
 - Ensure job seekers address any potential barriers to employment prior to being referred to job openings.
 - Administer assessments to help customer assess skill level or to support employer screening processes.
 - Refer customers to online workshops.

- Measure job seeker's progress against Employment Development plan, updating as the customer accomplishes or establishes new goals.
- Follow up with customers and provide additional services, as needed.
- Refer customer to job fairs, hiring events, and open job postings in WorkInTexas.Com (WIT) based on the employer's requirements' the customer's skill and education level; and in context of the customer's career goals.
 - Review posting with customer prior to referral to ensure they meet the qualifications of the posting.
 - Review the resume prior to referral to ensure that the resume adequately promotes the skills included in the job posting.
 - Prepare the customer for their interactions with the employer.
- Refer customers to any Workforce Solutions program or outside entity to assist with barrier removal, training, or to help with employment readiness.
- Enters case notes and services into WIT and The Workforce Information System of Texas (TWIST) with accuracy, as required.
- Enters file information into Laserfiche as required.
- Participates in hiring events, target outreach events, mass recruitments, and job fairs, as required.
- Actively participate in team meetings and activities.
- Perform additional duties as required or assigned based on operational needs.

Career Specialist Partner Relations

Acts as the primary contact for new or existing partner and employer customers. Markets workforce services to local partners and employers. Responsible for conducting partner and employer outreach and able to organize and coordinate various services to them. Works with local partners and employers in the area to identify subsidized and unsubsidized employment opportunities for workforce customers and specialized program participants. Works with partner and employer customers to ensure correct information is entered in WorkInTexas.com. To perform this job successfully, the Career Specialist III must be able to perform each duty, outlined below, satisfactorily.

Essential Job Requirements

- Solicit job postings for WorkInTexas.com from partners/employers that will meet the needs of workforce job seekers.
- Gather information proving the effectiveness of WorkInTexas.com job postings for the partner/employer customer; follow-up to determine if the posting was filled by a referral.
- Contact local partners/employers to follow-up on job postings that do not show hires to ensure job posting fill rate.
- Assist partners and employers in identifying updates needed to job postings to ensure appropriate job seekers "match" or are referred to the posting.
- Contacts local partners/employers that have multiple openings to obtain hire information to ensure employer success rate; update job postings if required (Performance Expectation: 90- 95% of assigned postings are properly entered into WIT within 24 hours and initial follow-up with employers are within **3-5** business days;
- Document all contacts with the partner/employer on job posting note pad or partner/employer management notes, as required.
- Verify the partners/employers Tax Number in WorkInTexas.com is correct and the same one being used when filing payroll quarterly reports.
- Maintain outreach to partners/employers that currently use or have used workforce services in the past to continue offering Center Services and to solicit job postings.
- Identifies and contacts partners/employers that have not had a prior WorkInTexas.com account, to

offer Center Services and to solicit job postings.

- Schedule and assist with hiring activities in the Center, such as employer hiring events or job fairs.
- Help partners/employers with recruitment services, on site at partner's/employer's business site or selected location.
- Provide training while demonstrating of WorkInTexas.com partner/employer accounts and uses, including registering and entering job postings.
- Solicit and/or identify customized training opportunities for partners/employers and employment opportunities for job seeker customers including On-The-Job Training, Subsidized Worksite Agreements and Unsubsidized Employment or Worksite Agreements as well as available Skills Development Funds.
- Attend local and out-of-town workshops, seminars and training to maintain current knowledge of workforce programs.
- Partner with other staff regarding job development efforts on behalf of job seeker customers.
- Gather feedback from partners/employers, job seeker customers and staff as to the success of subsidized/unsubsidized placements or job developments.
- Enter data into WorkInTexas.com to accurately reflect activities within the required time frame.
- Market to partners and employers to engage them in Workforce Center Services and board business related activities.
- Lead or actively participate in center Specialized Services Meetings for each center assigned.
- Helps with Rapid Response Activities and/or Events as needed.
- Ensure compliance of federal, state and local directives, rules, and regulations; prepare correspondence, reports, and maintain databases.
- Assist management and/or supervisor with employment services duties. May include reception, switchboard, resource room, or facilitator/orientation.
- This position acts as the primary resource for participants enrolled in specialized programs (WIOA, SNAP, CHOICES, etc.) wanting or needing to obtain employment. The Partner Relations Career Specialist provides job search assistance, conducts specialized program workshops, develops worksites for unsubsidized and subsidized employment, and prepares participants for employment. This position is responsible for helping job seekers reach their employment goals.
- Outreaches partners/employers to develop worksites for participants.
- Makes cold calls to develop jobs for participants enrolled in specialized programs.
- Data enters the required partner/employer and/or job seeker information in WIT.
- Assists job seekers with completion of WIT Portfolio and Resume.
- Conducts preliminary interview with job seekers to identify candidates for job postings, prior to referral, to ensure the job seekers meet or exceed the employer's minimum requirements as stated in the job postings.
- Administers other assessments as assigned to support the job seeker screening process.
- Provides job seekers with feedback on their readiness for employment, addressing issues such as resume revisions, review of employment applications, and practicing for interviews, etc.
- Refers job seekers to any Workforce Center or outside services necessary to prepare the customer for employment readiness, such as assistance in resume writing, interviewing, job search skills, etc.
- Prepares job seekers referred to a job posting for their interactions with the prospective partner/employer, such as, reviewing the job description, discussing what service the company provides, and other helpful information to ensure the job seeker's success.
- Collaborates and maintains a relationship with Career Specialists and other staff to ensure that job seekers have addressed any potential barriers to employment prior to being referred to a job opening or who have been referred and screened.
- Follows up with job seekers as necessary to determine if they were offered the job (subsidized or unsubsidized).
- Follows up with partners/employers to determine if they are satisfied with the quality of individual candidates referred or hired.
- Conducts worksite evaluations within two weeks of placement and reports results to management.
- Works with partner, employer, job seeker and if necessary, other center staff to address any issues that the partner/employer raises post-placement.

- Refers job seeker customers to other workforce center staff as necessary to assist participant with job retention.
- Regular and consistent attendance is required.
- Must have a valid Texas drivers license.
- Performs other duties as assigned; based on operational needs.

Career Intake Specialist

Works directly with the WIOA Program Supervisor to assist with outreaching and tracking referrals & applications, completing WIOA orientations, intakes, and eligibilities. To perform this job successfully, CS must be able to perform each duty outlined below, satisfactorily.

Additional Requirements

- Maintain excellent customer service at all times
- Regular and consistent attendance is required
- Be organized and efficient utilizing Microsoft Excel
- Maintain a tracking system for all Interagency Referrals, WIOA Referrals, WIOA Applications, and Contact Us forms and submit all items to the Director of Programs on the 13th of every month.
- Contact WIOA referrals to complete WIOA orientations and program overview
- Assist customers with completing WIOA applications and submitting all documentation
- Complete all WIOA eligibilities and intakes
- Work with Career and Outreach Specialist and WIOA Program Supervisor to assist with recruiting new customers for WIOA Program
- Attend off-site events as assigned to advertise Workforce services and recruit new customers
- Attend or host off-site workshops as assigned
- Deliver presentations as assigned including but not limited to Workforce Orientations, Employment Planning Sessions, job readiness classes, mock interviews, general orientations, resume workshops, etc.
- Reports to and works closely with Director of Programs to ensure the integrity of outreach data in reporting systems is in compliance with policies, regulations, and procedures
- Work with WIOA program to assist with scholarship review panel and initial assessments as needed
- Identify ways to constantly be improving referral processes
- Assist in the Resource Room as needed
- Assist Career and Outreach Specialist with data integrity as needed
- Assist with the development of management reports and data tracking as assigned
- Assist in the verification, analysis, and classification of data, and conduct research when assigned.
- May assist with staff training when assigned
- Prepare correspondence, reports and other written material as assigned
- Regular and consistent attendance is required.
- Perform other duties as assigned; based on operational needs.

Administrative Specialist

The Administrative Specialist will provide support by performing clerical functions related to both accounting and overall record keeping as well as all other clerical related tasks as assigned by the managing director. To perform this job successfully, the Administrative Specialist must be able to perform each duty, outlined below, satisfactorily.

Essential Job Requirements

- Support accounting and management divisions by:

- Assisting the Career Specialists and Program Supervisors with the ITA process including working with educational institutions preparing cost estimates, obtaining and processing invoices and reconciling accounts including maintaining the ITA spreadsheet.
- Assist with the work experience (SEAL) Programs to include auditing of timesheets and processing invoices.
- Collecting, reviewing, and maintaining data related to purchase authorizations and journal entries.
- Preparing and submitting the Payment Authorizations to the fiscal agent by 5 p.m. on Tuesday of each week.
- Submitting backup documentation for incentive cards issued to Corporate Fiscal by the 10th day of the following month.
- Forwarding correspondence to the fiscal agent as necessary and serving as liaison between the fiscal agent and local management when needed.
- Reviewing support service and training expense requests to ensure accuracy before processing.
- Processing training and support service requests same day.
- Maintaining accurate and complete record keeping for all fiscal transactions.
- Reconciliation of all support service and training expenses no later than the 15th day of the following accounting month.
- Assist with reconciling checks, prepaid cards, etc. stored in the safe.
- Assisting in the collection of invoices, receipts and any other documentation needed and related to the processing of fiscal transactions.
- Picking up or delivering information and/or participant payments to/from the office of the fiscal agent as necessary.
- Attend mandatory meetings in order to record, compile, transcribe, and distribute minutes.
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- Prepared for planned office closures by posting signage no later than 10 business days prior to the planned closure.
- Set up for meetings by preparing agendas, printing information, reserving rooms, setting up phones, etc.
- Sort and distribute incoming and outgoing correspondence, including; but not limited to faxes and mail.
- Maintain office inventory including supplies, equipment, furniture and any other property. Maintain and meet deadlines for auditing inventory.
- Maintain supplies and purchase requisitions. Complete procurements as directed.
- Prepare a variety of written correspondence, such as invoices, reports, memos, letters, and other documents using word processing, spreadsheet, database and/or presentation software.
- Collect and assist HR in the collection and review of grant allocations.
- Provide general clerical support to Management/Administrative team; such as end of month reports, filing and tracking deadlines.
- Cross train with other functions for occasional back up of front desk and phones as well as Laserfiche entry.
- Regular and consistent attendance is required.
- Perform other duties as assigned; based on operational needs.

Career Specialist Outreach

Perform or have general working knowledge of the essential duties of a Career Specialist – Outreach for CECT Workforce Solutions, LLC as outlined by the attached job description. Additionally, a CS Outreach must also perform all duties related to the intake, data entry and record keeping functions as outlined below, satisfactorily.

Essential Job Requirements

- Reports to and works closely with assigned supervisor to ensure the integrity of outreach data in reporting systems is in compliance with policies, regulations and procedures.
- Schedules and monitors outreach goals to achieve contract requirements.
- Conducts automated outreach functions utilizing specific automation data bases.
- Monitors reports to identify outreach pool.
- Maintains filing system for all pertinent information and reports.
- Maintains confidentiality of materials.
- Interview participants in an articulate and professional manner to assess eligibility in Workforce Solutions programs.
- Performs data entry of applicant activities in the TWIST automated database and WIT.
- Responsible for meeting and exceeding all applicable performance measures.
- Possibly will process work applications, support services, and provide job referrals.
- May perform assessments and case management duties as assigned.
- May attend off-site workshops, or training seminars and training to maintain current knowledge of the services, rules and regulations to ensure compliance with federal, state and local directives, rules and regulations.
- Deliver presentations as assigned including Workforce Orientations Applicants, Employment Planning Sessions, job readiness classes and general orientation to program(s) for participants.
- Prepare correspondence, reports and other written material.
- Regular and consistent attendance is required.
- Perform other duties as assigned; based on operational needs.

Follow-up Specialist

Maintains performance records to ensure compliance with federal and state laws, regulations and standards. Assists Performance analyst in ensuring efficient and effective operations of workforce service programs and functions. To perform this job successfully, the Data Management Specialist must be able to perform each duty, outlined below, satisfactorily.

Essential Job Requirement

- Contact exited customers monthly to obtain information on employment status, situation, or needs. Contact attempts may be over the phone, via email, text, letter, or in person.
- Track customers to ensure customer success and attainment of performance standards
- Ensure existed customers are assigned to follow-up
- Conduct follow-up for exited participants promoting services and programs offered in the Workforce Center, with special emphasis on follow-up with targeted populations throughout assigned region
- Contact customers in follow-up on a frequent basis
- Utilize Follow-Up Plans to organize and track exited customers
- Meet scheduled deadlines and established follow-up, and activity goals and prepare reports to document activities
- Implement plans for follow-up activities, and work closely with marketing department to develop materials needed
- Maintain general working knowledge of eligibility guidelines for services and programs offered in the Center(s)
- Request and obtain Performance follow up information, as identified by the Performance and Training Specialist
- Aid in data entry of performance related information into various computer systems
- Assist with reconciliation of customer data and information
- Extract and aggregate data from various reports

- Document all contact with customer
- Assist with scheduling related activities for completion of goals
- Provide job search assistance
- Refer customers for job search assistance when requested
- Provide referrals to community resources
- Close customers out of follow-up once their year has ended
- Generates required reports for management and staff.
- Performs general office duties such as operating office machines, preparing correspondence and labels, filing, copying, and maintaining assigned records/files.
- Performs additional related duties as required or assigned based on operational needs.
- Attend seminars, workshops, and meetings as necessary