

**Workforce Connections, Inc.**  
**EMPLOYMENT COORDINATOR – WIOA**  
**Position Description**

**GENERAL DESCRIPTION:** Under the direct supervision of the WIOA Programs Manager, the Employment Coordinator serves as a case manager for all participants in the WIOA program. The Employment Coordinator is responsible for determining client eligibility, assessing client needs, and providing services in accordance with the Workforce Innovation and Opportunity Act Program for Adults and Dislocated Workers. The Employment Coordinator is also responsible for facilitating relationships with local and regional businesses to help connect participants to employment and learn of the hiring needs and practices of area business.

**MINIMUM QUALIFICATIONS:** Prefer a Bachelor's degree in a related field but will consider an associate's degree with two to three years' experience. Prefer experience in working with disadvantaged populations including eligibility determination and subsequent case management. Strong written, verbal and interpersonal skills required including conflict resolution and problem solving. Work independently and as a strong team member. Ability to use appropriate computer and reporting systems including Windows operating system, Microsoft Office Suite, ASSET, Salesforce, and EMSI.

**I. WIOA PERFORMANCE**

- Provide for Basic Career Services through the Job Centers and Access Points of Service such as determination of eligibility, outreach, intake, orientation to services, and initial assessment to determine the needs of the client.
- Provide job search, placement assistance, resume review, interview techniques, and career counseling where appropriate.
- Provide information as needed on Labor Market Information and eligible providers of training services.
- Provide for Career and Training Service in accordance with WIOA law.
- Select clients for enrollment that meets selection factors, including projected follow-up standards.
- Maintain client contact in accordance with Workforce Connections, Inc. guidelines.
- Assess individuals in order to identify employment barriers and assist the client in overcoming these barriers to employment.
- Assist the client in developing a life career plan for post employment including any additional training or skills upgrading.
- Arrange support services as necessary and provide appropriate follow-up services for individual clients.
- Meet and/or exceed performance expectations for all program operations.
- Maintain case files with proper verifications, service documentation.
- Refer client to other service providers and support agencies, if appropriate.
- Provide excellent customer service to all clients.
- Submit performance reports to the WIOA Programs Manager as required and/or requested.

**II. JOB CENTERS**

- Knowledgeable of the concept and partner programs of the job center system and the ability to apply that knowledge to make appropriate referrals to the wide variety of services available.
- Work as a team member to assure that state-established job center standards are met.
- Responsible for the success of Job Center workshops, through working with partners to provide what is seen as needed by the community in the area of employment.
- Conduct or facilitate Workshops or WIOA group as needed.
- Provide assistance to customers in the use of Job Center of Wisconsin (JCW), personal computers, labor market and other resource materials.

**III. EMPLOYER RELATIONS ACTIVITIES**

- Coordinate employer relations activities on behalf of the WIOA program and participants.
- Educate employers on the services available through WIOA and the Job Center.
- Address employer needs as appropriate.
- Be knowledgeable on the local labor market as needed in order to connect job seekers and employers.
- Participate in community and business groups.
- Ensure proper reporting of employer relations activities through designated reporting systems.

**IV. OTHER DUTIES AS ASSIGNED**

**V. PHYSICAL/SENSORY/COGNITIVE REQUIREMENTS**

The majority of the work time will be spent in an office setting and in the community in a variety of settings assisting in achieving the goals and objectives of Workforce Connections, Inc. Mobility within the rural and urban community is required on a daily basis. Must be able to drive and have access to a reliable vehicle. Will be required to sit at a desk or in meetings for an extended period of time. Ability to present information and respond to questions from staff, board members, and the general public when speaking on the phone or in face-to-face interactions.

Uses hearing and vision with the ability to collaborate and orchestrate in a variety of environments. Regular use of fine motor skills for writing or typing.

Lifting of objects up to 20 pounds may be required. Bending and walking required regularly.

Regularly will concentrate on multiple tasks simultaneously along with the capacity to respond calmly and quickly to deadlines required. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

**VI. ENVIRONMENTAL CONDITIONS**

Majority of work is performed in an office setting, community and varied conditions. Outdoor travel required.

_____	_____
Employee Signature	Date

_____	_____
Supervisor Signature	Date

_____	_____
Executive Director Signature	Date