



**WIOA Employment Coordinator/
Job Developer**

Supervisor: WIOA Programs
Manager

Position Summary

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 regular contact with business in addition to the coordination worksites and placement services for those seeking entry and advancement in the local workforce.

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. Business Services

- 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.
- Promote the listing of job orders on JobNet.
- Perform profiles of jobs, assess employees' skills and suggest training programs to address any gaps.
- Coordinate and develop training programs with technical colleges, universities and training providers on the List of Eligible Training Providers.
- Arrange for follow-up services as requested.

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 30 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.

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

Date