Job Description: Workforce Development Counselor	
Reports to: Workforce Development Supervisor	**FLSA:** Non-Exempt
Date reviewed: April 2021	

SUMMARY

This position assists customers in all aspects of career management to enable self-sufficiency through education and employment. Works under the supervision of the Workforce Development Supervisor.

ESSENTIAL FUNCTIONS

- Works with and assists customers in developing individual action plans that include personal goals, budgets, training, and needed support for success. Maintains ongoing and regular contact/interaction with customers. Follows up on identified needs, making referrals, and providing support service vouchers. Assists customers in obtaining job training. Works with customers to obtain sustainable employment.
- Refers customers to outside community resources and help agencies.
- Assists customers in the navigation of online applications to outside community resources and help agencies.
- Prepares and maintains case files and documenting customer needs, goals, services provided, and progress/results in both paper and digital formats/systems.
- Prepares and submits regular documents and reports of both a general and comprehensive nature.
- Responsible for programmatic monitoring and providing programmatic results and reports.
- Makes informational presentations regarding CareerSource Pasco Hernando.

JOB STANDARDS:

Education and Experience: Any combination equivalent to the education and experience likely to provide knowledge and abilities would be qualifying.

Education: Graduation from an accredited college or university with an Associates' degree in Business Administration or related field.

Experience: Two (2) years or more experience to perform the described job functions and meet the position's critical skills, abilities, and expertise. Proficiency in office/accounting computer software programs, including databases and Microsoft Office (Word, Excel, PowerPoint, and Outlook).

Licenses, Certification, or Registrations: Employee must successfully complete the Florida Certified Workforce Professional (Tier-1) exam within sixty (60) days from the date of hire.

Must have and maintain a valid Florida driver's license and reliable, safe vehicle for travel requirements. The employee must carry adequate insurance coverage on their personal vehicle, as determined by the company.

CRITICAL SKILLS, ABILITIES & EXPERTISE:

Physical Requirements: Sitting, standing, use of fingers, arms, hands, and legs, and voice/talking are constant. Good eyesight (correctable) and hearing (correctable) are essential. Squatting, walking, handling, grasping, stretching/reaching, bending at the waist, driving, and light lifting and/or carrying (up to 25 lbs.) are frequent. Pushing, pulling, kneeling, balancing, turning, feeling, medium lifting, and/or carrying (up to 30 lbs.) are occasional.

Equipment: Computer, facsimile, copy machine, calculator, office phone, cell phone, other small office and instructional equipment, and vehicle.

Skills & Expertise: Knowledge of community resources and help agencies. Ability to work with limited direction. Skills in timely completing work with a high degree of accuracy. Skills in developing procedures and/or systems for implementing programmatic functions. Ability to evaluate programs and situations and make decisions for improvement. Ability to accurately record and organize customer information, data, and files. Ability to take direction. Ability to prioritize and organize work. Ability to effectively manage schedules, deadlines, and work time. Knowledge of organizational methods. Skills to communicate clearly. Ability to communicate effectively orally and in writing. Ability to use positive language. Skills and ability to listen effectively. Ability to establish effective working relationships with people, including customers, employers, supervisors, co-workers, and the public. Skills in customer service and dealing with difficult or irate individuals. Ability to work in a simultaneous multi-task environment. Ability to have and show empathy and adaptability when working with customers. Skills and ability to exercise self-control and take responsibility. Ability to have and show patience. Skills and ability to deflect and not get upset or be offended by customer/public insults, anger, and frustration. Skills to exercise and show a willingness to improve self. Ability to compile data from various sources, departments, etc. Ability to type 40 words per minute. Expertise in using word processing, spreadsheets, email/Outlook, PowerPoint, accounting and database software, and other Windows-based applications/software. Ability to compose correspondence such as memoranda, emails, letters, reports, both routine and complex. Ability to use and operate a personal computer and general office equipment. Ability to maintain confidentiality.

ENVIRONMENTAL FACTORS:

Job Location: Primary location is the company's various facilities located in Hernando and Pasco counties, with occasional duties outside those facilities. This position may be required to telecommute. Constantly indoors and frequently inside a vehicle and occasionally outdoors.

Work Environment: Working inside an office environment primarily with some outdoor/field time. Working continuously with others is constant. Working with office equipment is frequent.

NON-ESSENTIAL/SECONDARY FUNCTIONS:

► Performs any additional duties as directed or assigned by immediate supervisor or management staff.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

Disclosure

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to themselves or others' health or safety. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

Disclaimer

This document does not create an employment contract, implied or otherwise, nor does it constitute any modification of the at-will employment relationship between employee and employer.

Due to this organization's nature, this position's terms are subject to change without notice, based on but not limited to customer demand and funding.

_____	_____
Print Employee Name	Date
_____	_____
Employee Signature	Supervisor Signature