Job Description: Workforce Development Placement Retention Specialist	
Reports to: Workforce Manager	**FLSA:** Non-Exempt
Date reviewed: June 2025	

SUMMARY

This position assists customers with their search for sustainable employment through aiding help with the use of office equipment, resources, referrals, information, and other support systems. The specialist works with customers who are close to completing their training and ensure they continue to be successful through case management processes to include ongoing contact, face to face meetings, assisting with contacting employers, interview skills, etc. Ensures customers receive appropriate, competent and professional information and advice to achieve successful outcomes; and ensures the delivery of services are consistent with program objectives and standards. This position is also responsible for the on-going follow-up activities and data management of the customers.

ESSENTIAL FUNCTIONS

- Works with customers to determine training, work history and qualifications; informs and counsels customers regarding job opportunities and vocational choices; and matches knowledge and abilities with job requirements and educational placement.
- Responsible for monthly contact with the customers. Provides supportive counseling to strengthen the customers' ability to make appropriate life decisions; monitors needs and progress on an ongoing basis; and updates customers plans and records, with accuracy, in accordance with program standards and contract requirements.
- Provides follow-up services for a minimum of 12 months following the first day of employment for registered customers placed in unsubsidized employment. The goal of follow-up services is to ensure job retention, wage gains and career progress. Follow-up services will be determined based on the needs of the individual as well as the goals and objectives for the local workforce investment system.
- Builds relationships with business and community leaders and educational institutions by visiting their businesses and promoting CSPHs programs; collaborates with Business Services team to plan, coordinate and organize job fairs and workshops and identifies job opportunities.
- Evaluates and collects data to ensure timely reporting for internal and external use; routinely analyzes reporting and data collection mechanisms to ensure accurate and timely information and prepares routine and special reports as needed, all within confidentiality guidelines.
- Participates in training and development activities as required.

- Reports any acts, incidents or conditions that reflect the possibility of inappropriate participant-to-participant, staff-to-participant, or placement family-to-participant relationships
- Report any use of physical force and all unusual incidents per CSPH policy and state guidelines.
- Perform other job-related duties as assigned.

JOB STANDARDS:

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

Education: High school graduate or equivalent *experience:* One (1) year 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. 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 30 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