

2011

South Central Region Next Generation Career Center



South Central Workforce Investment Board
7/1/2011



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Introduction

In the South Central Region Missouri Career Center system integrated model, staff will deliver workforce development services to both job seeker and employer customers through an integrated service delivery model offered through the Poplar Bluff and West Plains Career Centers. Included in this integration model are staff members who deliver state funded services through Workforce Investment Act (WIA), Wagner-Peyser, Trade Adjustment Assistance (TAA), Missouri Employment and Training Program (METP) and Veterans Services programs.

Functional supervision will play a key role within the operations. In each Career Center there is a Functional Leader who is directly responsible for day-to-day operational activities. The Functional Leader will make operational decisions concerning customer flow, deploy staff as necessary to manage the customer flow, and be responsible for the overall quality and effectiveness of Missouri Career Center services. There are internal human resource functions that must be managed with each employee's organization such as final hiring and firing decisions, benefits administration, and time and attendance reporting. However, it should be noted that even in these critical human resource areas, the Functional Leader will have input and the opportunity to influence decisions. The Functional Leader and Employers of Record will ultimately report to the South Central Workforce Investment Board.

Staff will be deployed in functional teams that work together to meet the needs of the job seeker and employer customers. The specific functional teams that will operate in each Missouri Career Center at a minimum will include the Welcome Team and the Skills and Employment Team. Staff on these teams will deliver services to customers and have the ability to determine the need for supportive services and training, by assessing availability, necessity and suitability.

This document outlines the procedures to be used in delivering integrated services to Missouri Career Center customers.

Teams

Regional Leadership Team

Melissa Robbins – South Central Workforce Investment Board Director

Valarie Haring – South Central Workforce Investment Board Compliance Manager

Annie Williams – Poplar Bluff Career Center Functional Leader

Donna Frey – West Plains Career Center Functional Leader

Regional Training Team

Tim Asberry – Disabled Veterans Outreach Program

Janet Ebersole – Skills Function Leader Poplar Bluff

Valarie Haring – South Central Workforce Investment Board Compliance Manager

Robin Schmidt – Employment Function Leader West Plains

Scott Davis – Skills Function Leader West Plains

Regional Business Team

Brenda Owens – Division of Workforce Development Business Representative

Annie Williams – Poplar Bluff Career Center Functional Leader

Sally Gourley – Employment Function Leader

Robin Schmidt – Employment Function Leader West Plains

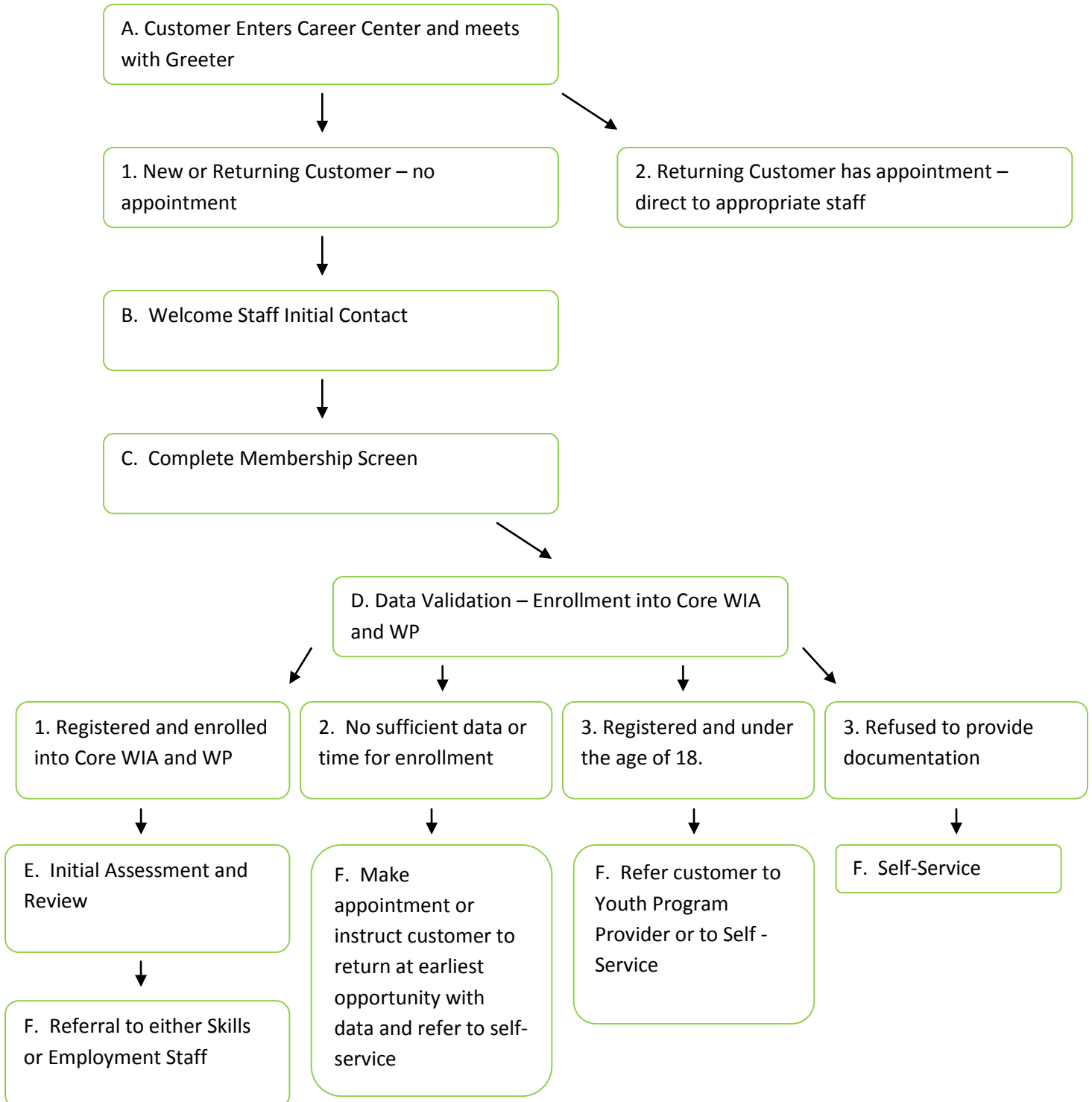
Terry Carihfield – Local Veterans Employment Representative Poplar Bluff

Donna Frey – West Plains Career Center Functional Leader

Tom McLean – Local Veterans Employment Representative West Plains

Customer Flow Charts for NGCC

Welcome Function



Customer Flow Procedures

Welcome Function

WELCOME FUNCTION:

Missouri Career Centers provide access to core services as defined in WIA 134(d)(2). The following procedures are based on the Welcome Function model and are subject to change as the integration process continues to evolve.

A. GREETER INITIAL CONTACT

Customers entering the Career Center will be received by a Greeter who will determine the customer's status and direct them accordingly. If the customer has a non-center related request or need, staff will direct the customer to the appropriate location.

1. If the customer does not have an appointment staff will determine if they are new or returning in Toolbox. Definitions of new or returning customers are:

- a. New customers: First time visitor to the Career Center, or: not been in the center for a year or more, or; exited out of Toolbox 2.0, or; not enrolled in a program, or; has not successfully completed and Toolbox 2.0 records do not verify scores for an initial assessment within the last year, or; no customer information transferred from MCS.
- b. Returning customers: have an open enrollment(s) and completed data validation.

2. If the customer has an appointment, they will be asked to have a seat and the appropriate staff member will be notified that there is a customer in the waiting area.

B. WELCOME FUNCTION INITIAL CONTACT

Staff member will introduce themselves and briefly explain the Welcome function. The customer will be informed of the amount of time that is required for the first visit and the documents that are needed for enrollment into Core Integrated Services.

In order for an individual to access core level services funded through the Workforce Investment Act, the following data elements must be recorded in Toolbox. Refer to Attachment 1. Males between the ages of 18-26 must be able to prove Selective Service Registration.

If one or more of the following conditions are identified, staff will work with the customer to determine the best methods to overcoming his/her obstacles:

1. Customers with special needs can be accommodated with assistive technology or make other arrangements to accommodate special needs.

2. Customers unwilling to use computers or lacking basic computer skills may choose to:

a. Develop or polish skills necessary for working with the online registration and other services. The following online tutorials is available:

http://monroe.lib.mi.us/computer_classes/mouse_exercise/mouse_exercise.htm

b. participate in a short term fundamental computer classes when available.

c. Dictate necessary information to staff who can enter it into Toolbox.

C. COMPLETE WELCOME SCREEN

Staff member should direct customer to a computer to complete the Welcome Screen.

D. DATA VALIDATION

There are four possible outcomes that may result from the data validation process for new customers.

1. Customer has been enrolled and is provided the Initial Assessment as the first staff assisted service.
2. If the customer does not have the required documentation with them at the time of their visit, or they do not have enough time to complete enrollment they will be instructed to return with the correct documentation at a later date and can be referred to the self-service section in the Employment Area.
3. If the customer has completed the Membership Screens but they are under the age of 18 they need to be referred to the Youth Program Provider and can be referred to the self-service section in the Employment Area.
4. If the customer refuses to produce the required documentation they can only be referred to self-service in the Employment Area.

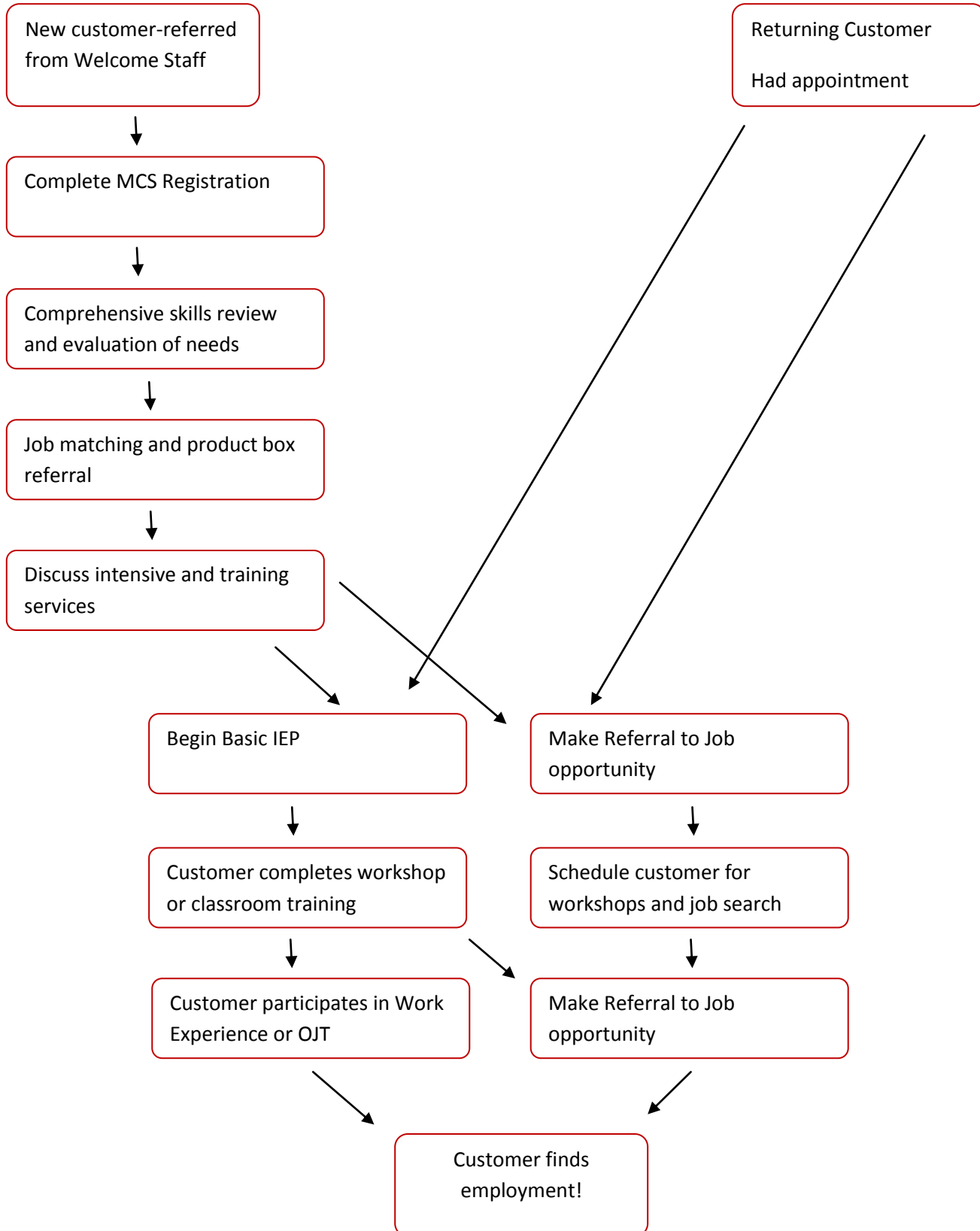
E. INITIAL ASSESSMENT AND REVIEW

Customers will be asked to take an Initial Assessment to determine what services the customer needs to obtain the job s(he) is seeking. Skills review and interview information is used to determine which team the customer will be referred to. Customers that need additional skills will be referred to the Skills function and customers that are job ready will be referred to the Employment function.

F. REFERRAL TO NEXT FUNCTION

The Welcome function staff will introduce the customer to the Employment or Skills Function staff member. If a staff member is not available, the responsible Welcome function staff member will ask the customer to have a seat and the next available Skills or Employment staff member will see them. If the customer is not able to wait, an appointment will be made for them to return to the Career Center to see a Skills or Employment staff member.

Skills/Employment Function



Customer Flow Procedures – Skills/Employment Function

WIA INTENSIVE AND TRAINING SERVICES:

In the Skills/Employment function, the customer focuses on locating and sustaining employment. The staff uses the Individual Employment Plan (IEP) to provide all customers with the highest quality job search assistance. Customers must complete the Welcome Team process in order to obtain services from the Skills/Employment function. If after receiving any service offered the customer demonstrates that they are unable to obtain or retain employment that leads to self-sufficiency the staff will suggest the client participate in a training activity. The staff will assist each customer in obtaining basic skills for employment.

A. INITIAL PROCESS

Staff will greet the customer to determine if (s)he is a first time or a repeat customer to the Skills Team.

B. COMPLETE MCS REGISTRATION

Toolbox information will need to be re-verified unless the customer is transitioning from the Welcome Team during the same visit. All Missouri Career Source Information should be complete and up to date.

C. COMPREHENSIVE SKILLS REVIEW AND EVALUATION OF NEEDS

Once the customer has been immediately engaged in Career Center services, additional and more comprehensive skills reviews may be needed. Each customer will participate in additional assessment activities as appropriate. Each time a customer participates in a more comprehensive skills review activity, the service must be reported in Toolbox. A case note must also be recorded in Toolbox that summarizes the assessment services the customer received. If there are additional barriers to employment that cannot be met through Career Center Services the customer will be referred to the appropriate program. Staff will also review the needs of the customer in regards to other programs such as UI Profiling and METP.

D. JOB MATCHING AND PRODUCT BOX REFERRAL

A job search strategy contains the necessary steps to achieve employment in a specific occupation or industry. A job search strategy can also be developed to help the customer locate employment while the customer works on skills enhancement products to gain better jobs. Each customer's job search strategy contains the most appropriate job search methods for him/her. Job search methods include virtual job banks (e.g., Missouri Career Source), networking, career and job fairs, job development, classified ads, etc. The customer's needs should be carefully analyzed to gain the best results for the customer's career goal. Geographic preference (commuting distance, transportation, and relocation), technology access, and the type of job factor in determining the best method to use in the job search strategy. Multiple job

search methods should be utilized to give the customer the best options for success. MCS will be used as the primary job search method. Staff will instruct the customer on how best to use MCS and the many features offered to a job seeker. Features including job banks; searching for related objectives/goals; broadening the geographic search area; and the use of keywords increases the customer's chance for successful employment. Job referrals should be made in accordance with the Labor Exchange Policy Manual December 2009.

E. DISCUSS INTENSIVE AND TRAINING SERVICES

1. Classroom Training

Individual training accounts (ITAs) will be utilized as the method for funding classroom occupational skills training costs. Based on reasonable and best cost for training in a particular course of study the staff will provide a training voucher which will provide a maximum amount available for tuition and for related education costs (e.g., books, fees) for billing period. Classroom training limits are \$7,500 for medical related occupations per program year and \$5,000 for non-medical related occupations per program year. It is mandatory that the entire course of study be completed in two years or less.

In the South Central Region, it will be required that a funded course of study result in a certificate or degree outcome. A participant must be able to test into the course of study, using the National Career Readiness Certificate assessment, to obtain a WIA voucher. Each training program must be approved by the WIB Compliance Manager every two years. A training provider is entitled to an appeal if it can demonstrate that the Compliance Manager did not consider all the facts or that the decision is not consistent with the facts regarding job openings, placements, and or provider performance. In the case that a participant makes an appeal to the SCWIB, the role of the SCWIB will be to evaluate the information provided to determine if certain courses will or will not be excluded.

The SCWIB has designated DESE to administer the functions in determining eligible training providers, listed in WIA section 122. DESE will coordinate all training provider initial and subsequent eligibility applications; make determinations of training provider/program eligibility; ensure the State list is current; that all training providers and each program on the list is approved; collect and verify performance and cost information; and make a training provider/program consumer report available.

2. Intensive Services

Before a customer can receive WIA Intensive Services, it must be noted in Toolbox case notes that the customer has been determined to need WIA Intensive Services. Funds allocated to a local area for adults and dislocated workers shall be used to provide intensive services to adults and dislocated workers who are unemployed and are unable to obtain employment through core services provided under paragraph and who have been determined to be in need of more intensive services in order to obtain employment or who are employed, but who are

determined to be in need of such intensive services in order to obtain or retain employment that allows for self-sufficiency.

F. BEGIN BASIC INDIVIDUAL EMPLOYMENT PLAN

The IEP is an ongoing strategy jointly developed by the customer and staff that identifies the appropriate combination of products and services for the customer to achieve his/her employment goal(s). Staff will use the basic information entered into Toolbox to develop IEPs. The staff member and the customer will develop an IEP by identifying his/ her skills needs and select products to address those needs.

Instructions:

1. Employment Goal - The employment goal blank at the top of the Toolbox form should contain the occupation(s) selected from the "Employment Goal" process.

After a review of the IEP and information from the interview, it may be determined beneficial for customers to receive other center services such as WorkKeys to enhance their chances for employment. In instances where it has been decided to add other center services to the IEP, record services according to the Toolbox manual. In Toolbox, the IEP screen will be used to guide and document the development of the plan. Any services provided to an individual from the Product Box should be recorded in the IEP.

After the IEP is developed, staff must add the customer to the staff's Toolbox caseload. After adding the customer to the staff's caseload, Priority of Service and Self-Sufficiency must be established for customers who will be receiving skills products. The following instructions are SCWIB's directions for when and how to determine both Priority of Service and Self-Sufficiency.

G. CUSTOMER COMPLETES WORKSHOP OR CLASSROOM TRAINING

See Attachment #

I. CUSTOMER PARTICIPATES IN WORK EXPERIENCE OR ON THE JOB TRAINING

1. Work Experience is a planned, structured learning experience that takes place in a workplace for a limited period of time. Work Experience may be paid or unpaid, as appropriate. A work experience workplace may be in the private for profit sector, the nonprofit sector, or the public sector. Labor standards apply in any work experience environment where an employee/employer relationship exists (as defined by Fair Labor Standards Act). An (WIA intensive service) employment activity involving a time limited work assignment designed to develop specific job keeping skills and/or specific job skills. Work assignments shall include an evaluation of the skills developed during the assignment. Work Experience is provided to clients based on need determined by staff assessment and provided for in the IEP and documented in the service notes in Toolbox. All Work Experience contracts must be authorized by a Functional Leader prior to issuing a contract for services. See Attachment #.

2. On the Job Training will be managed through a contract process. OJT is an effective component in terms of meeting the needs of both the employer in the public, private, private non-profit sectors as well as meeting the needs of the customer. OJT is an effective tool for businesses to place customers into permanent long-term employment with opportunities for wage progression. All OJTs must be authorized by a Functional Leader prior to issuing a contract for services. See Attachment #.

OJT is a tool that can be used by employers who have job openings in demand occupations within the workforce investment area. The OJT employee receives training in a business setting, under appropriate supervision, thus acquiring occupational skills and knowledge in an "on-the-job" training environment.

SOUTH CENTRAL REGION SUPPORTIVE SERVICES POLICY

Supportive services for adults, youth and dislocated workers are defined in the Workforce Investment Act (WIA) sections 101(46) and 134(e)(2) and (3). They include services such as transportation, child care, dependent care, housing, and needs related payments that are necessary to enable an individual to participate in activities authorized under WIA Title I. Each customer is required to complete the “Deciding What is Right For You” form that addresses transportation, child care, monthly expenses, and supportive income within the home. All WIA Intensive and Training participants will attend a budgeting workshop prior to receiving any financial assistance or supportive services from the South Central Region. Participants will complete a “Request for Supportive Services” form listing the required supportive services. These forms in conjunction with the Individual Employment Plan (IEP) for Adults/Individual Service Strategy (ISS) for Youth will assist staff in determining what supportive service needs will be necessary for the customer to participate and complete planned activities. All Supportive Services will be submitted on the “Enrollment Data” form signed by the Skills Specialist and approved by the Team Leader and Functional Leader. Clients enrolled in WIA Occupational Skills Training will be required to submit a copy of the FAFSA aid determination form and a “Coordination of Training Funds” form completed by the training institution to be placed in their file.

Supportive Services for Adults and Dislocated Workers

Supportive Services will be provided to individuals where such payments are necessary to enable the individual to participate in core, intensive, training and follow up services under the Workforce Investment Act (WIA) or when individuals are unable to obtain supportive services through other programs providing such services. Documentation supporting the individual’s need is to be based on results of the initial assessment, Deciding What is Right For You, IEP, and ongoing updates to the IEP. Supportive Services will be provided only when other resources for provision of required services cannot be located. Supportive services will be limited based on budgets and Functional Leader discretion, as well as customer need.

Fuel allowance where needed within the limits below:

- \$0.25 per mile fuel allowance is allowed for customers traveling to WIA required activities;
- Distance will be determined using MapQuest or other standardized program from participant home address to WIA required activity location. Participants that choose to attend training institutions outside of the local community, when the training they are receiving is available within the local community, shall receive fuel allowance as if they were attending training in the local community.
- Fuel allowance is only payable for 12 calendar weeks during each program year.
- A continuation of fuel allowance will be allowable under extreme circumstances where there is a lapse of 2 weeks between the last unemployment insurance check and the first paycheck from the new employer.

If it is determined that there is an immediate need and the customer must have assistance before they travel to work, school, or an approved workshop or activity, a cash voucher system can be used to assist

the customer. Staff will complete an Enrollment Data Form and it must be signed by the Functional Leader. An account will be set up with a local vendor and a voucher system will be used to charge gas for the customer. Each customer signs the ticket when they receive the gas for the travel. The vendor will bill the South Central Workforce Investment Board (SCWIB) for the services received. The WIA customer will complete and sign a Customer Fuel Reimbursement Sheet verifying that they received the gas and the SCWIB will pay the vendor directly. Amounts of prior approval will not exceed the limits listed above. If WIA funding budgets are cut, staff have the option of limiting fuel allowance as funding permits regardless of how far the customer is traveling. This includes assistance to customers who need assistance in getting to and from Adult Education and Literacy (AEL) classes on a daily basis due to the expense of fuel. Supportive services can be provided for customers attending AEL classes alone or if they are participating in conjunction with other services.

Maximum allowable child care payments are: \$13.00 per day per child. Once the staff has determined there are no other child care services available, WIA can assist with child care cost (this includes 100% of the cost up to the approved limit above). If the individual is approved for day care assistance by Family Support Division (FSD), but is responsible for a co-pay, WIA can assist with the co-pay, if necessary, up to the approved limit above. All individuals approved for child care assistance must sign the Child Care Release form for any and all child care providers. All payment for child care will be made directly to the child care provider. All charges must be submitted on the Child Care Attendance Record. WIA will not assist with child care costs if the chosen child care provider lives with the participant. Maximum allowable dependent care is \$20.00 per day. See above procedures.

Where not provided by the employer or other local resources, and as funds permit, other limited financial assistance will be paid on any participant's behalf for emergency situations that would prohibit their participation or program completion. These may include:

- ❖ Vehicle repair required enabling a means of transportation for participation in training. Vehicle repairs can only be provided on vehicles owned by the participant or immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in allowable WIA activities. The participant must provide appropriate documentation for proof of ownership, or suitable justification must be entered into the note section of Toolbox and approved by the Missouri Career Center Functional Leader. If the cost of the vehicle repair exceeds more than \$100, the individual must provide at least two estimates before the service or payment is made. Exceptions can be approved by the Functional Leader. Any and all estimate documentation must be kept in the participant's file.
- ❖ Interview/work clothing assistance;
- ❖ Temporary shelter, housing assistance (housing assistance cannot exceed 90 days or a security deposit with 2 months of rent) per household per year (must complete the "Rental Agreement Verification" form); or emergency utility needs (left to the discretion of the Functional Leader);
- ❖ Limited medical assistance and medical examinations, where required;
- ❖ Testing and certification fees;
- ❖ Training-related expenses deemed necessary by NGCC staff or training site (on-the-job or in an educational setting);
- ❖ Vehicle insurance is an allowable cost for the authorized "primary" vehicle. Payments may be made for 6 months, but cannot exceed a total payment of \$300 per year;
- ❖ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- ❖ Reimbursement for Job Search activities is \$20 a day for a maximum of four weeks.

All Supportive Services must be submitted to the SCWIB on the Enrollment Data Form signed by the staff and approved by the Functional Leader prior to payment. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by other resources. Other reasonable expenses required for participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the appropriate form, signed, dated and with appropriate documentation. See attached forms. Notes justifying supportive service payments will be placed in Toolbox for each individual customer.

All Supportive Services must be submitted to the SCWIB on the Enrollment Data Form signed by the staff and approved by the Functional Leader prior to payment. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by other resources. Other reasonable expenses required for participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the appropriate form, signed, dated, and with appropriate documentation. See attached forms. Notes justifying supportive service payments will be placed in Toolbox for each individual customer.

Priority Levels of Service

PRIORITY OF SERVICE

Since eligibility for Adult services is contingent on income, it may become necessary to serve customers based on priority when funding is limited. (P.L. 105.220 The Workforce Investment Act §134(d){4}{E})
Priority states: In the event that funds allocated to a local area for adult employment and training activities under paragraph (2)(A) or (3) of section J33{b) are limited, priority shall be given to recipients of public assistance and other low- income individuals for intensive services and training services. The appropriate local board and the Governor shall direct the one-stop operators in the local area with regard to making determinations related to such priority.

Recognizing the priorities stated in the WIA, the South Central Region will make funds available as stated below. A minimum of 70% of Title I adult funds will be allocated to priority level I, and a maximum of 30% of Title I adult funds will go to priority level II

Priority Level I

1. An individual who receives, or is a member of a family who receives cash public assistance;
2. An individual who receives, or is a member of a family who receives or has been determined within the six months prior to eligibility determination, eligible to receive food stamps;
3. A member of a family whose annualized income does not exceed the higher of (a) poverty guidelines established by the Office of Management and Budget, or (b) 70% of the lower living standard income level;
4. A member of a family whose annualized income does not exceed 125% of the lower living standard income level (the “working poor”);
5. A customer that does not meet the income criteria, but has a marginal income (\$500 above 125% guidelines for family size) for sustaining self-sufficiency and needs specific training to enter a career with high pay potential for the area.

Priority Level II

Currently employed workers who have received a core service as defined by the WIA may be considered in need of WIA intensive services and training services in order to obtain or retain employment that allows for self-sufficiency. For the purposes of determining the eligibility of currently employed workers, “self-sufficiency” means identifying any of the following conditions that individually or collectively would impair an employed worker’s ability to achieve or maintain self-sufficiency:

- A need for additional training to learn skills to use new technologies and /or processes in order to retain current employment (Skill Acquisition)
- Conditions that require an employed worker’s company to retrain its workers to enable the company to be more competitive in the marketplace or to avoid company failure and loss of jobs in the community. (Job Retention)

The SC WIB's joint Executive/Finance committee voted unanimously on August 21, 2006, to change our policy to say that services are provided only to participants who reside in, work in, or are dislocated from Missouri.

"Veterans priority is a requirement in all programs funded wholly or in part by DOL. Priority will be measured in terms of enrollment in affected programs. Referral to the DVOP/LVER does not constitute priority of service.

For all programs with statutory requirements, veterans must meet the program eligibility requirements in order to obtain priority of service.

In the WIA Adult and Dislocated Workers Program, the current law requires that first priority for WIA intensive and training services be given to public assistance recipients and low-income individuals when adult funds allocated to a local area are limited. In regard to veterans, the priority of provision of services is established as follows: First to be served will be public assistance recipients and low-income individuals who are also veterans. The second group to be served will be public assistance recipients and low-income non-veterans. Among participants who are not public assistance recipients or low-income individuals, veterans will receive priority over non-veterans.

Additionally, in those programs where targeting of groups are discretionary or optional priorities at the local level, veterans priority takes precedence over those optional or discretionary priorities. Veterans priority is applied in advance of the opportunities and services provided to the population group covered by the optional priority.

Acceptable Source Documentation for Priority of Service: Please refer to DWD Issuance 30-2009: Streamlined Intensive and Training Documentation, Attachment 1.

Business Procedures – Employment Function

EMPLOYMENT SERVICES

- Employment Team members will document all employer contacts in Toolbox.
- Employment Team members are responsible for entering job orders into Missouri Career Source. Employment Team members will follow procedures set in the Labor Exchange Manual, December 2009 to input job orders.
- Employment Team will provide Labor Market Information (LMI) to employers as requested.
- Upon request from employers, Employment Team members will use screening and referral procedures for applicants.

Team Functions and Job Descriptions

Position: Welcome Team Leader

Accountable to: Career Center Functional Leader

Job Summary: To coordinate the operation of the Welcome Team and assist all customers with entry into staff-assisted Career Center services and provide a basic overview of the customer's current level of skills and abilities to determine further progress throughout the system.

Responsibilities:

- Directs and coordinates the daily activities of the Welcome Team including establishing service priorities, work flows and relationships with other teams.
- Assure quality customer service by monitoring workflow, staff schedules and customer feedback and relay information to Career Center Functional Leader.
- Respond to and assist staff and team in identifying and resolving customer flow and/or service issues.
- Assist Functional Leader to deliver formal presentations on Career Center services and present information to customers, employers, educational institutions, and other community organizations.
- Assists Division of Workforce Development/subcontractor in completing job performance evaluations.
- Consults with Career Center Functional Leader and other required personnel to resolve problems such as equipment repair, quality of service, and work schedules.
- Greet customers in a friendly, welcoming and professional manner.
- Determine the purpose of each customer's visit, check automated management information system to determine if the customer is new, returning or if updates to personal information need to be made, and direct them accordingly.
- Provide overview and orientation and assist customers through each step of the Welcome process.
- Conduct one-on-one interviews to review the skill levels, aptitudes and abilities of Career Center customers. Collect and enter required information into an automated management information system to register new customers into core services. Direct customers unable to provide required registration data to self-service area.
- Evaluate the service needs and barriers to employment of Career Center customers.
- Set up and facilitate WIN Skills Assessment activities and record results in an automated management information system.
- Analyze skills review results with the customer and provide a brief career counseling and planning session to develop basic Individual Employment Plan (IEP).
- Based on skills review results, refer customers to the Skills Development or Employment teams.
- Personally introduce new customers to a Skills Development and Employment team member.
- Facilitate team meetings.
- Answer questions about the Career Center services and community resources.
- Schedule appointments for customers as needed.
- Attend staff meetings, submit required reports, understand program information, and make policy and procedural recommendations.
- Contribute in team role to ensure Career Center performance standards are met and/or exceeded, while ensuring compliance with Federal, State, and Career Center rules and regulations.
- Perform related duties as assigned.

Knowledge, Skills and Abilities:

- Ability to work as a member of a functional team that provides orientation and skills review services to Career Center customers.
- Knowledge of WIN Skills Assessment and ability to interpret and analyze test results. Ability to conduct customer interviews seeking information.
- Ability to accurately and efficiently enter records into an automated management information system. Ability to maintain these records in an on-line, real-time environment.
- Ability to work with a population with diverse backgrounds. Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
- Strong customer service and interpersonal skills
- Ability to work alone with minimum supervision and work with others in a team environment. Ability to work rapidly for long periods and multi-task, often under pressure. Ability to meet deadlines for the completion of required activities.
- Ability to compile, analyze, and evaluate data, makes determinations, and present findings in oral or written form.
- May serve on Rapid Response Team, attend related meetings, and provide business services to companies that are eliminating workforce. May travel to various companies to provide information to their workforce, including job search, educational, and occupational information.
- Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
- Ability to effectively communicate orally and in writing with co-workers, other Career Center teams, various community organizations, customers, and the public, including being sensitive to customers with diverse backgrounds in stressful situations.
- Adaptable and flexible to respond to customer concerns and needs.
- Working knowledge of Microsoft Office and familiarity with common office equipment.
- Working knowledge of various services and benefits available to veterans.
- Proficiency of Standard English grammar, spelling, and punctuation, and ability to conduct public presentations and prepare detailed written reports as required.

Position: Welcome Team Specialist

Accountable to: Career Center Functional Leader

Job Summary: To assist all customers with entry into staff-assisted Career Center services and provide a basic overview of the customer's current level of skills and abilities to determine further progress throughout the system.

Responsibilities:

- Greet customers in a friendly, welcoming and professional manner.
- Determine the purpose of each customer's visit, check automated management information system to determine if the customer is new, returning or if updates to personal information need to be made, and direct them accordingly.
- Provide overview and orientation and assist customers through each step of the Welcome process.
- Conduct one-on-one interviews to review the skill levels, aptitudes and abilities of Career Center customers. Collect and enter required information into an automated management information system to register new customers into core services. Direct customers unable to provide required registration data to self-service area.
- Evaluate the service needs and barriers to employment of Career Center customers.
- Set up and facilitate WIN Skills Assessment activities and record results in an automated management information system.
- Analyze skills review results with the customer and provide a brief career counseling and planning session to develop basic Individual Employment Plan (IEP).
- Based on skills review results, refer customers to the Skills Development or Employment teams.
- Personally introduce new customers to a Skills Development or Employment team member.
- Answer questions about Career Center services and community resources.
- Schedule appointments for customers as needed.
- Attend staff meetings, submit required reports, understand program information, and make policy and procedural recommendations.
- Contribute in team role to ensure Career Center performance standards are met and/or exceeded, while ensuring compliance with Federal, State, and Career Center rules and regulations.
- Perform related duties as assigned.

Knowledge, Skills and Abilities:

- Ability to work as a member of a functional team that provides orientation and skills review services to Career Center customers.
- Knowledge of WIN Skills Assessment and ability to interpret and analyze test results. Ability to conduct customer interviews seeking information.
- Ability to accurately and efficiently enter records into an automated management information system. Ability to maintain these records in an on-line, real-time environment.
- Ability to work with a population with diverse backgrounds. Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
- Strong customer service and interpersonal skills
- Ability to work alone with minimum supervision and work with others in a team environment. Ability to work rapidly for long periods and multi-task, often under pressure. Ability to meet deadlines for the completion of required activities.
- Ability to compile, analyze, and evaluate data, makes determinations, and present findings in oral or written form.

- May serve on Rapid Response Team, attend related meetings, and provide business services to companies that are eliminating workforce. May travel to various companies to provide information to their workforce, including job search, educational, and occupational information.
- Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
- Ability to effectively communicate orally and in writing with co-workers, other Career Center teams, various community organizations, customers, and the public, including being sensitive to customers with diverse backgrounds in stressful situations.
- Adaptable and flexible to respond to customer concerns and needs.
- Working knowledge of Microsoft Office and familiarity with common office equipment.
- Working knowledge of various services and benefits available to veterans.
- Proficiency of Standard English grammar, spelling, and punctuation, and ability to conduct public presentations and prepare detailed written reports as required.

Position: Skills Team Leader

Accountable to: Career Center Functional Leader

Job Summary: To coordinate the operations of the Skills Development Team and assist each customer to identify and enhance their skills in order to obtain a higher level of employment and meet demands of area employers.

Responsibilities:

- Directs and coordinates the daily activities of the Skills Development Team including establishing service priorities, work flows and relationships with other teams.
- Assure quality customer service by monitoring workflow, staff schedules and customer feedback and relay information to Career Center Functional Leader.
- Respond to and assist staff and team in identifying and resolving customer flow and/or service issues.
- Assist Functional Leader to deliver formal presentations on Career Center services and present information to customers, prospective employers, educational institutions, and other community organizations.
- Assists Division of Workforce Development/subcontractor in completing job performance evaluations.
- Consults with Career Center Functional Leader and other required personnel to resolve problems such as equipment repair, quality of service, and work schedules.
- Conduct appropriate comprehensive skills review with customers to identify skills, aptitudes, and interests. Proctor skills review and interpret results for each customer. Interview customers to identify barriers to employment and identify services that will help address these barriers.
- Deliver a variety of skill development services for customers addressing their needs in the areas of education and employment. Deliver these services in both group and one-on-one settings to customers with diverse backgrounds. Maintain a high level of familiarity with the local labor market to ensure that services are aligned with employer and labor market needs.
- Review Individual Employment Plans (IEPs) with customers that establish appropriate career goals and detail specific plans for Career Center services, skill development activities, and job search strategies. Update and modify the plan as needed to ensure that customer needs are met.
- Facilitate and deliver workshops and group sessions instructing customers on various skills, including basic skills development, computer skills, communication skills, life skills, work readiness workshops, career development and personal responsibilities.
- Facilitate and arrange for the customer to attend needed skill development activities. This can include arranging for both in-house training sessions as well as classes at various area training providers, including post secondary institutions. As appropriate, assist the customer with the scheduling of needed training activities and with the search for financial aid.
- Determine eligibility for WIA Intensive Services per state and/or federal regulations.
- Assess customer financial need to develop justification for Career Center expenditures. Submit training/supportive services expenditure requests to the Workforce Investment Board.
- Maintain proper documentation of customer's information, activities, and progress notes entered into an automated management information system, ensuring compliance and performance. Oversee and maintain files and automated management information system ensuring proper documentation is available to support program eligibility and services received.
- Initiates development of on-the-job training and work experience contracts. Collaborate with Employment Team and Business Services to establish work site.
- Maintain knowledge of other community agencies and programs and training offered. Maintain communication with and refer individuals as appropriate.
- Maintain current knowledge on occupational, educational, and economic information to assist individuals in defining vocational and educational goals.

- May serve on Rapid Response Team, attend related meetings, and provide employment services to companies that are eliminating workforce. May travel to various companies to provide information to their workforce, including job search, educational, and occupational information.
- May occasionally assist with special projects, including, but not limited to, specialized outreach programs to targeted groups, the development of new skills training activities, and the delivery of specialized recruitment and training activities for local employers.
- Attend staff meetings, submit required reports, understand program information, and make policy and procedural recommendations.
- Contribute in team role to ensure Career Center performance standards are met and/or exceeded, while ensuring compliance with Federal, State, and Career Center rules and regulations.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Ability to work as a member of a functional team that provides skill development services to Career Center customers.
- Knowledge of initial and comprehensive skills review and ability to interpret and analyze test results. Ability to conduct customer interviews seeking information.
- Knowledge of the local labor market, including jobs in demand, employer skill expectations, and wages. Ability to organize and present this information to groups of customers and/or to individuals.
- Ability to effectively deliver workshop curricula on a range of skill development topics. Effective presentation skills will be required to ensure that these curricula are customized to audience needs.
- Ability to maintain accurate and organized records in an automated management information system. Ability to maintain these records in an on-line, real-time environment.
- Ability to compile, analyze, and evaluate data, makes determinations, and present findings in oral or written form.
- Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
- Ability to work alone with minimum supervision and work with others in a team environment. Ability to work rapidly for long periods and multi-task, often under pressure. Ability to meet deadlines for the completion of required activities.
- Ability to effectively communicate orally and in writing with co-workers, other Career Center teams, various community organizations, educational institutions, employers, training providers, customers, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.
- Ability to work with a population with diverse backgrounds. Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
- Strong customer service and interpersonal skills
- Adaptable and flexible to respond to customer concerns and needs.
- Working knowledge of Microsoft Office and familiarity with common office equipment.
- Working knowledge of various services and benefits available to all veterans.
- Proficiency of Standard English grammar, spelling, and punctuation, and ability to conduct public presentations and prepare detailed written reports as required.

Position: Skills Team Specialist

Accountable to: Career Center Functional Leader

Job summary: Assist each customer to identify and enhance their skills in order to obtain a higher level of employment and meet demands of area employers.

Responsibilities:

- Conduct appropriate comprehensive skills review with customers to identify skills, aptitudes, and interests. Proctor skills review and interpret results for each customer. Interview customers to identify barriers to employment and identify services that will help address these barriers.
- Deliver a variety of skill development services for customers addressing their needs in the areas of education and employment. Deliver these services in both group and one-on-one settings to customers with diverse backgrounds. Maintain a high level of familiarity with the local labor market to ensure that services are aligned with employer and labor market needs.
- Review Individual Employment Plans (IEPs) with customers that establish appropriate career goals and detail specific plans for Career Center services, skill development activities, and job search strategies. Update and modify the plan as needed to ensure that customer needs are met.
- Facilitate and deliver workshops and group sessions instructing customers on various skills, including basic skills development, computer skills, communication skills, life skills, work readiness workshops, career development and personal responsibilities.
- Facilitate and arrange for the customer to attend needed skill development activities. This can include arranging for both in-house training sessions as well as classes at various area training providers, including post secondary institutions. As appropriate, assist the customer with the scheduling of needed training activities and with the search for financial aid.
- Determine eligibility for WIA Intensive Services per state and/or federal regulations.
- Assess customer financial need to develop justification for Career Center expenditures. Submit training/supportive services expenditure requests to the Workforce Investment Board.
- Maintain proper documentation of customer's information, activities, and progress notes entered into an automated management information system, ensuring compliance and performance. Oversee and maintain files and automated information system ensuring proper documentation is available to support program eligibility and services received.
- Initiates development of on-the-job training and work experience contracts. Collaborate with Employment Team and Business Services to establish work site.
- Maintain knowledge of other community agencies and programs and training offered. Maintain communication with and refer individuals as appropriate.
- Maintain current knowledge on occupational, educational, and economic information to assist individuals in defining vocational and educational goals.
- May serve on Rapid Response Team, attend related meetings, and provide employment services to companies that are eliminating workforce. May travel to various companies to provide information to their workforce, including job search, educational, and occupational information.
- May occasionally assist with special projects, including, but not limited to, specialized outreach programs to targeted groups, the development of new skills training activities, and the delivery of specialized recruitment and training activities for local employers.
- Attend staff meetings, submit required reports, understand program information, and make policy and procedural recommendations.
- Contribute in team role to ensure Career Center performance standards are met and/or exceeded, while ensuring compliance with Federal, State, and Career Center rules and regulations.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Ability to work as a member of a functional team that provides skill development services to Career Center customers.
- Knowledge of initial and comprehensive skills review and ability to interpret and analyze test results. Ability to conduct customer interviews seeking information.
- Knowledge of the local labor market, including jobs in demand, employer skill expectations, and wages. Ability to organize and present this information to groups of customers and/or to individuals.
- Ability to effectively deliver workshop curricula on a range of skill development topics. Effective presentation skills will be required to ensure that these curricula are customized to audience needs.
- Ability to maintain accurate and organized records in an automated management information system. Ability to maintain these records in an on-line, real-time environment.
- Ability to compile, analyze, and evaluate data, makes determinations, and present findings in oral or written form.
- Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
- Ability to work alone with minimum supervision and work with others in a team environment. Ability to work rapidly for long periods and multi-task, often under pressure. Ability to meet deadlines for the completion of required activities.
- Ability to effectively communicate orally and in writing with co-workers, other Career Center teams, various community organizations, educational institutions, employers, training providers, customers, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.
- Ability to work with a population with diverse backgrounds. Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
- Strong customer service and interpersonal skills
- Adaptable and flexible to respond to customer concerns and needs.
- Working knowledge of Microsoft Office and familiarity with common office equipment.
- Working knowledge of various services and benefits available to all veterans.
- Proficiency of Standard English grammar, spelling, and punctuation, and ability to conduct public presentations and prepare detailed written reports as required.

Position: Employment Team Leader

Accountable to: Career Center Functional Leader

Job Summary: To coordinate the daily operations of the Employment Team and to provide all customers with the highest quality job search assistance, enabling the customer to receive the best job at the highest wage possible, and providing employers with highly skilled job candidates.

Responsibilities:

- Directs and coordinates the daily activities of the Employment Team including establishing service priorities, work flows and relationships with other teams.
- Assure quality customer service by monitoring workflow, staff schedules and customer feedback and relay information to Career Center Functional Leader.
- Respond to and assist staff and team in identifying and resolving customer flow and/or service issues.
- Assist Functional Leader to deliver formal presentations on Career Center services and present information to customers, prospective employers, educational institutions, and other community organizations.
- Assists Division of Workforce Development/subcontractor in completing job performance evaluations.
- Consults with Career Center Functional Leader and other required personnel to resolve problems such as equipment repair, quality of service, and work schedules.
- Conduct one-on-one meetings to determine how the Employment Team may assist each customer meet his or her employment goal.
- Conduct appropriate comprehensive skills review with customers to identify skills, aptitudes, and interests. Selects appropriate testing/skills review tools, proctors tests, and interprets results for each customer. Interview customers to identify barriers to employment and identify services that will help address these barriers.
- Meet one-on-one with customers to establish appropriate career goals and detail specific plans for Career Center services, skill development activities, and job search strategies. Advise customers on their job search process and update and modify the plan as needed to ensure that customer needs are met.
- Maintain a high level of familiarity with the local labor market to ensure that services are aligned with employer and labor market needs.
- Facilitate and arrange for the customer to attend needed employment seeking activities. This will include arranging for both in-house job search workshops as well as activities (as appropriate) at various community agencies or training institutions.
- Facilitate and deliver workshops and group sessions instructing customers on various job search skills, including resume writing, interview preparation, internet job search, and other related topics. Work with team members to plan and deliver job activities for customers.
- Recruits, receives and records job orders from employers; conducts interviews with job seekers to determine those who meet employer order specifications; refers qualified applicants to employers.
- Works with Business Services Representatives to identify businesses labor needs and problems; develops a plan of service.
- Informs employers and community organizations of workforce development programs and services; conducts job fairs.
- Collaborates with Skills Development Team and Business Services to place on-the-job training or work experience customers into appropriate worksite.
- Maintain proper documentation of customer's information, activities, and progress notes entered into an automated management information system, ensuring compliance and performance.
- Maintain knowledge of other community agencies and programs offered. Maintain communication with and refer individuals as appropriate to other community and partner agencies.

- May serve on Rapid Response Team, attend related meetings, and provide employment services to companies that are eliminating workforce. May travel to various companies to provide information to their workforce, including job search, educational, and occupational information.
- Attend staff meetings, submit required reports, understand program information, and make policy and procedural recommendations.
- Contribute in team role to ensure Career Center performance standards are met and/or exceeded, while ensuring compliance with Federal, State, and Career Center rules and regulations.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities:

- Ability to work as a member of a functional team that provides employment development services to Career Center customers.
- Knowledge of comprehensive skills review tests and ability to interpret and analyze test results. Ability to conduct customer interviews seeking information that will assist in the identifying service needs.
- Knowledge of and ability to provide training to customers on resume preparation, proper interviewing skills/conduct, and networking skills. Ability to assist customers with on-line job search activities.
- Knowledge of the local labor market, including jobs in demand, employer skill expectations, and wages. Ability to organize and present this information to groups of customers and/or to individuals.
- Knowledge of state and federal laws and regulations governing workforce development programs and activities.
- Ability to maintain accurate and organized records in an automated case management system. Ability to maintain these records in an on-line, real-time environment.
- Ability to compile, analyze, and evaluate data, makes determinations, and present findings in oral or written form.
- Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
- Ability to work alone with minimum supervision and work with others in a team environment. Ability to work rapidly for long periods and multi-task, often under pressure. Ability to meet deadlines for the completion of required activities.
- Ability to establish and maintain effective working relationships with other employees, job seekers, employers, service providers, training institutions, community organizations and other governmental, civic, labor and public groups.
- Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
- Strong customer service and interpersonal skills.
- Adaptable and flexible to respond to customer concerns and needs.
- Working knowledge of Microsoft Office and familiarity with common office equipment.
- Working knowledge of various services and benefits available to all veterans.
- Proficiency of Standard English grammar, spelling, and punctuation, and ability to conduct public presentations and prepare detailed written reports as required.

Position: Employment Team Specialist

Accountable to: Career Center Functional Leader

Job summary: To provide all customers with the highest quality job search assistance, enabling the customer to receive the best job at the highest wage possible, and providing employers with highly skilled job candidates.

Responsibilities:

- Conduct one-on-one meetings to determine how the Employment Team may assist each customer meet his or her employment goal.
- Conduct appropriate comprehensive skills review with customers to identify skills, aptitudes, and interests. Selects appropriate testing/skills review tools, proctors tests, and interprets results for each customer. Interview customers to identify barriers to employment and identify services that will help address these barriers.
- Meet one-on-one with customers to establish appropriate career goals and detail specific plans for Career Center services, skill development activities, and job search strategies. Advise customers on their job search process and update and modify the plan as needed to ensure that customer needs are met.
- Maintain a high level of familiarity with the local labor market to ensure that services are aligned with employer and labor market needs.
- Facilitate and arrange for the customer to attend needed employment seeking activities. This will include arranging for both in-house job search workshops as well as activities (as appropriate) at various community agencies or training institutions.
- Facilitate and deliver workshops and group sessions instructing customers on various job search skills, including resume writing, interview preparation, internet job search, and other related topics. Work with team members to plan and deliver job activities for customers.
- Recruits, receives and records job orders from employers; conducts interviews with job seekers to determine those who meet employer order specifications; refers qualified applicants to employers.
- Works with Business Services Representatives to identify businesses labor needs and problems; develops a plan of service.
- Informs employers and community organizations of workforce development programs and services; conducts job fairs.
- Collaborates with Skills Development Team and Business Services to place on-the-job training or work experience customers into appropriate worksite.
- Maintain proper documentation of customer's information, activities, and progress notes entered into an automated management information system, ensuring compliance and performance.
- Maintain knowledge of other community agencies and programs offered. Maintain communication with and refer individuals as appropriate to other community and partner agencies.
- May serve on Rapid Response Team, attend related meetings, and provide employment services to companies that are eliminating workforce. May travel to various companies to provide information to their workforce, including job search, educational, and occupational information.
- Attend staff meetings, submit required reports, understand program information, and make policy and procedural recommendations.
- Contribute in team role to ensure Career Center performance standards are met and/or exceeded, while ensuring compliance with Federal, State, and Career Center rules and regulations.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities:

- Ability to work as a member of a functional team that provides employment development services to Career Center customers.

- Knowledge of comprehensive skills review tests and ability to interpret and analyze test results. Ability to conduct customer interviews seeking information that will assist in the identifying service needs.
- Knowledge of and ability to provide training to customers on resume preparation, proper interviewing skills/conduct, and networking skills. Ability to assist customers with on-line job search activities.
- Knowledge of the local labor market, including jobs in demand, employer skill expectations, and wages. Ability to organize and present this information to groups of customers and/or to individuals.
- Knowledge of state and federal laws and regulations governing workforce development programs and activities.
- Ability to maintain accurate and organized records in an automated management information system. Ability to maintain these records in an on-line, real-time environment.
- Ability to compile, analyze, and evaluate data, makes determinations, and present findings in oral or written form.
- Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
- Ability to work alone with minimum supervision and work with others in a team environment. Ability to work rapidly for long periods and multi-task, often under pressure. Ability to meet deadlines for the completion of required activities.
- Ability to establish and maintain effective working relationships with other employees, job seekers, employers, service providers, training institutions, community organizations and other governmental, civic, labor and public groups.
- Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.
- Strong customer service and interpersonal skills.
- Adaptable and flexible to respond to customer concerns and needs.
- Working knowledge of Microsoft Office and familiarity with common office equipment.
- Working knowledge of various services and benefits available to all veterans.
- Proficiency of Standard English grammar, spelling, and punctuation, and ability to conduct public presentations and prepare detailed written reports as required.

Position: Career Center Functional Leader

Accountable to: South Central Workforce Investment Board (SCWIB) Executive Director

Job summary: Under the direction of the SCWIB, plans, directs, reviews and administers the daily operations of the staff and programs in the Career Center and Outreach sites to ensure all products and services are delivered in accordance with applicable regulations and policies and that the expectations of the SCWIB are met.

Responsibilities:

- Aids in the implementation of integrated services for the delivery of all Career Center programs in the workforce development system.
- Oversees the development of the system's work plan, assigns work activities and projects, monitors work flow, and evaluates products, methods, and procedures.
- Ensure staffing needs are met to fulfill the vision of a fully integrated One Stop System by providing orientation of new employees of the Next Generation Career Center Workforce Development System and administering other personnel procedures, specific to system procedures, integration, service delivery, etc.
- Supervise and evaluate all Career Center staff engaged in all phases of workforce development activities. Career Center Functional Leader will have input on all issues related to staff, however, will not make final decisions on hiring, termination, discipline, leave requests, performance evaluations, salary adjustment, or other human resources types of functions that may have legal implications unless they are employed by the same entity.
- Develop and implement a public relations program for the center that promotes the workforce system while adhering to the mission and vision of the SCWIB; addresses community organizations and civic clubs to inform them of workforce development programs and services.
- Oversees and evaluates staff training related to interviewing techniques, responding to customer and employer needs, and job development and placement procedures.
- Consults with SCWIB on matters involving operation policy and procedures; adjusts operations to accommodate policy or procedural changes.
- Responsible for superior customer service to both employers and job seekers through the use of customer satisfaction initiatives, market-driven delivery of services to customers, and continuous improvement initiatives.
- Analyze and evaluate program operations and ensure all performance objectives are met including the performance measures and outcomes for Workforce Investment Act (WIA) services negotiated by the WIB.
- Responsible for all management reports. Assist in preparation of programmatic reports to the SCWIB.
- Participate in local, state and national work groups and advisory committees, as appropriate, to advance the local workforce system.
- Respond to questions and requests for information from Board members, funding agencies, oversight committees, subcontractors and vendors, and the general public,
- Provides outreach to businesses and coordinates business services functions between Employment Team and Division of Workforce Development (DWD).

Knowledge, Skills and Abilities:

- Thorough knowledge of social, economic and community issues impacting area businesses and employment opportunities.
- Thorough knowledge of current local employment conditions and business practices in the public and private sectors.
- Thorough knowledge of potential partner services available in the region.

- Thorough knowledge of state and federal laws and regulations governing workforce development programs and activities.
- Thorough knowledge of the skills, techniques and procedures involved in the operation of a workforce development system.
- Considerable knowledge of the principles and practices of effective supervision and management of staff engaged in relatively complex operations.
- Ability to plan and evaluate workforce development programs and services.
- Ability to establish and maintain effective working relationships with representatives of local, state and federal agencies, contractors, training institutions, community organizations, local businesses and the general public.
- Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
- Demonstrate proficiency in both oral and written communication.
- Ability to interpret and apply complex operating instructions, state and federal regulations, and department and division procedures. Understand, apply and communicate to others rules, regulations and guidelines prepared by state and federal agencies relating to departmental programs.
- Ability to compile, analyze, and evaluate data, make determinations, and present findings in oral or written form.
- Ability to work rapidly for long periods and work on several tasks at the same time, often under pressure. Ability to meet deadlines for the completion of required activities.
- Ability to work, motivate and develop staff including multi-agency personnel.
- Working knowledge of Standard English grammar, spelling, and punctuation, and ability to conduct public presentations and prepare detailed written reports as required.

Qualifications:

- Significant management experience in either the public or private sector.
- Minimum of four years of progressively responsible experience in workforce development or personnel management settings.
- Experience in customer service and quality principles, supervision and planning.
- Possession of valid Driver's License and demonstrated safe driving record.

Integrated Employer Services

The Next Generation Career Center (NGCC) staff has a well-established rapport with local employers defined by geographic location and years of service. The business outreach efforts are coordinated by the Business & Employer Services Team (BEST). This team is made up of the DWD Business Services Representative, the DWD LVERs, the Employment and Skills Team Leaders from each Career Center and the NGCC Functional Leaders. The placement of these key personnel allows for optimum coverage of and the immediate response to the employers within our twelve county regions.

The goal of BEST is to advance the South Central Workforce Development System as a business-driven system by providing research, development, coordination and implementation of business and employer services. They work with economic development partners to support the attraction, retention and expansion of business that provide jobs to the region. They gather business intelligence and compile skills gap data provided to the NGCC Employment and Skills Teams to assure a business-driven approach to occupational and educational skills training services. This staff also provides company showcasing and promoting with employer service related products such as customized recruitment events. They will also market workforce programs that provide well trained job seekers to the employers. The LVER in each center will supplement this service delivery through outreach in accordance with the Jobs for Veterans State Grant, 2010-2014.

Business services will be marketed and delivered through a primary point of contact system. This means that, regardless of how the business customer comes in contact with our system, that single, primary point of contact will provide access to all system services. The Employment Team, including the LVER, enters and manages job orders for employers in the job matching computer system. The job order information combined with the DWD and SCWIB Business Services information will keep a continual flow of updated employment Product Box tools available to job seekers. The Employment and/or Skills Teams will facilitate employer specific assessments that screen for hiring purposes and administer skill, aptitude and interest reviews for matching job seekers with job orders. To ensure that qualified applicants are referred to employers' job openings, the Employment and/or Skills Team members will conduct a structured interview with the job seeker to learn the work history and to clarify skills, educational level, personal strengths and barriers. The interview will focus on the assistance needed for skills development or employment services needed toward defining and achieving their specific job/career goals. The Employment Team will provide OJT and Work Experience information to employers and coordinate the contracting of job seekers with the Skills Team and their pool of job seekers wanting OJTs and Work Experience.

This collaboration, communication and interaction of staff and their duties behind the scenes will assure a seamless transition between job seeker and employer.

Facilities and Equipment

Poplar Bluff Career Center

1903 Northwood Drive, Suite 2

This is a 5112 square foot facility with the ability to house 22 staff. This center has 27 customer usage computers. This facility has one conference room, (16'3" x 34'), 557 sq. ft; a small interview room, (13'4" x 8'7"), 155 sq. ft.; and a shared interview room, (17' 10 ½ " x 13'4 ½"), 239 sq.ft.

The facility offers one dedicated UI telephone line.

West Plains Career Center

3417 Division Drive, Suite 1

This is a 3,724 square foot facility with the ability to house 12 staff. This center has 29 customer usage computers. The classroom/conference room is (26' 3 ¼" x 19' 7"), 510 sq. ft.

This facility offers two dedicated UI telephone lines.

The South Central Region has access via telephone and/or computer to Interpreter services through Language Select Telephone Interpreting Services. The Next Generation Career Centers have staff available to assist in connecting customers to an interpreter. The website for Language Select is www.languageselect.com.

Both centers offer a big screen TV, UbiDuo, public access phone, copies, printer and fax machines.

Each center also has a Business Center providing space where employers may conduct interviews in a confidential setting. The Business Centers have telephones and computers for business use.

Each center has video conferencing equipment which is provided by the Veterans program.

Product Box

Please refer to the following link:

www.worksmart.ded.mo.gov – DWD Issuance 27-2009 - Missouri’s Next Generation Career Centers “Product Box” of Skill Development and Training Services.

NGCC Staffing Providers Program Year ‘11

Division of Workforce Development

Missouri Career Center, 3417 Division Drive, West Plains MO

Missouri Career Center, 1903 Northwood Drive, Suite 2, Poplar Bluff, MO

Ozark Action Inc.

710 E. Main St, West Plains MO

Staffs the six western counties: Wright, Douglas, Ozark, Texas, Howell and Oregon

One-Stop Operator Program Year ‘11

Division of Workforce Development

Missouri Career Center, 3417 Division Drive, West Plains MO

Missouri Career Center, 1903 Northwood Drive, Suite 2, Poplar Bluff, MO