



JOB TITLE: Workforce Specialist

DATE WRITTEN: March 17, 2022

FUNCTIONAL AREA: Workforce Development

DATE APPROVED: March, 17 2022

REPORTS TO: Program Manager

PREPARED BY: Director of Operations

GRADE: Full time - Exempt

SALARY: \$38,000 - \$45,000

LOCATION: Flagstaff

POSITION SUMMARY:

The Workforce Specialist conducts in-depth assessment of customer's employment needs, develops a comprehensive service plan to address needs and leads the customer towards obtaining full time, unsubsidized employment. S/He will provide ongoing training, supportive employment counseling, coaching and mentoring to customers during their employment search. S/He will build partnerships with community agencies and businesses for shared resources and training opportunities. The Workforce Specialist researches opportunities for career pathways and other training programs and conducts outreach and recruitment. S/He enters documentation into customer case files, enters detailed notes in database, and prepares and submits monthly reports.

Duties and Responsibilities include the following:

- Conduct continuous outreach to local agencies and businesses to obtain current and accurate information on employment and training opportunities for customers.
- Review comprehensive customer assessments to identify strengths and deficiencies of customers in relation to training, education and employment goals and objectives.
- Collaborate with customers in the development of an Individual Employment Plan of services to clearly define a path to employment.
- Provide ongoing employment counseling. Resource referrals to address issues, problems and challenges in the areas of goal setting, problem solving, life management and related skills.
- Maintain contact with customers to ensure activities occur within time limits and continuously monitor customer progress in accordance with program and funding source requirements.
- Assist customers in the use of resources and technology for job search activities.
- Provide professional guidance on resume development based on customers' prior work experience, education and training.
- Identify customers for whom work experience, classroom training or on-the-job training would be appropriate and guide them to those activities and monitor the progress of these trainees, including job retention counseling, to ensure their successful completion of the activity.
- Conduct outreach, including cold calls, to the business community to promote program services and explain benefits and employment support services provided.
- Build and maintain strong relationships with local employers and partner with local agencies and businesses to identify resources to address and maximize customer employment retention and career development.

- Collect labor market information regarding job openings, entry and skill requirements and other occupational information.
- Conduct follow-up employment verifications with customers who have obtained employment and their employers in accordance with program guidelines.
- Maintain contact with both customer and their employer to address possible issues that may affect on-going employment.
- Conduct customer recruitment and outreach activities.
- Process program paperwork in accordance with agency | program deadlines and prepare and submit monthly reports.
- Other duties as assigned

MINIMUM QUALIFICATIONS:

- Bachelor’s degree with 2 years related work experience in case management or combination of equivalent education and experience
- Knowledge of area job market and workforce trends
- Excellent listening, verbal and written communication skills
- Excellent customer service and problem resolution skills
- Knowledge of the social, educational and economic issues of off-reservation American Indian population
- Proficient in Microsoft office suite

PREFERENCE:

In accordance with the Indian Preference Policy, preference is given to American Indians. To claim American Indian preference, a copy of tribal affiliation must be submitted with resume and supplemental information form.

Note - All staff requirement:

- Must have or able to obtain a State of Arizona Department of Public Safety Fingerprint Clearance Card within 90 days
- Dependable transportation, valid driver’s license, and automobile insurance coverage in compliance with Center requirements

SUBMIT CURRENT APPLICATION PACKET TO INCLUDE:

- A complete Application Packet includes (1) cover letter, (2) resume (3) supplemental information form
- Via Email: info@phxindcenter.org
- Mail Service: PHOENIX INDIAN CENTER, INC. - Personnel | 4520 North Central Avenue, Suite 250 | Phoenix, Arizona 85012
- PH: 602-264-6768 | FAX: 602-237-6953
- www.phxindcenter.org Click on About-Working at the Phoenix Indian Center
- NOTE: Supplemental Information Form can be found at www.phxindcenter.org/employment/