



CAREERSOURCE CITRUS LEVY MARION JOB DESCRIPTION

Job Title: Career Development Coach WTP/SNAP/WIOA	FLSA: Non-Exempt
Department: Career Services	Date Reviewed: 12/11/2025
Primary Location: Marion County	Grade: 106
Reports To: Career Center Manager	

General Description

A Career Development Coach (CDC) acts as a trusted career strategist and personal guide, helping job seekers navigate their path to meaningful employment. In this role, the CDC empowers individuals by identifying in-demand occupations, clarifying the skills required for success, and creating actionable plans that position customers to compete confidently in today’s job market.

Leveraging CareerSource CLM’s network of approved training providers and workforce resources, the CDC delivers personalized coaching that connects individuals to the right education, training, and career readiness opportunities. They help customers understand how to access these resources and align them with their career goals.

To remove barriers and accelerate progress, the CDC evaluates eligibility for financial assistance programs and, when appropriate, secures funding and connects customers directly with training providers. For incumbent workers, the CDC partners with employers to facilitate upskilling opportunities through collaborative workforce programs that strengthen both employee capability and business performance.

For experienced job seekers, the CDC enhances job search success by aligning candidate qualifications with available opportunities within a reasonable commuting area. They also provide hands-on support in developing high-impact resumes that clearly showcase skills, experience, and value—ensuring candidates stand out in competitive hiring processes.

Career Development Coaches will engage in ongoing and structured training to prepare them to provide services across programmatic functions including those funded by the Workforce Innovation and Opportunity Act, Temporary Assistance for Needy Families, Supplemental Nutrition Assistance program and the Wagner Peyser Act.

Essential Job Functions

- Conducts preliminary interview meetings with candidates to determine candidate eligibility through assessment to establish needs and services.

- Engages, interviews and assesses job candidates to determine their qualifications, work history, job search strengths, challenges and areas of interest.
- Engages in information exchange ensuring that job candidates are aware of and know how to access the full menu of CareerSource Citrus Levy Marion reemployment services.
- Screens and refers job candidates to appropriate workshops.
- Matches and refers job candidates to open and appropriate job orders, creates snapshots and provides endorsed referrals when appropriate to assigned Business Development Coordinator.
- Prepares, maintains case files, including documentation such as candidate eligibility information, program performance, services provided, and other relevant information and correspondence.
- Maintains close contact with candidates during training and or job placements to resolve problems and evaluate placement adequacy. Accesses continued needs of services.
- Documents all services provided to candidates in applicable management information systems.
- Maintains accurate files and case notes as required by laws, agency policies, and regulations.
- Prepares budgets, training purchase orders, supportive service vouchers for candidates to ensure all purchases are in accordance with established policy.
- Assists in the resolution of customer complaints, concerns, and issues.
- Answers questions about eligibility to the public and candidates.
- Provides performance standard information about candidate status and progress.
- Follows up with candidates, through one-on-one meetings, email, and/or phone discussions.
- Trains candidates on how to use the Employ Florida System to complete a full application (background wizard; resume and virtual recruiter) and perform job searches.
- Performs case monitoring through data validation on required documents.
- Provides mock interviews, advice and information on job search techniques, including looking for job vacancies, filling out applications, and participating in interviews.
- Assists candidates to formulate a self-marketing plan and job campaign strategy.
- Reviews, updates, develops and disseminates career information resources.
- Plans and delivers group workshops covering career management skills, interview, resume writing, and creative job searching.
- Counsels candidate issues affecting work and career including difficulties in balancing work, home life, and other commitments.
- Keeps up to date with labor market activities and developments.
- Builds and maintains relationships with external agencies or professionals on referrals of candidates.
- Coordinates college recruiting initiatives for specialized careers.
- Makes community presentations at the request of community, educational, or other organizations to provide CareerSource Citrus Levy Marion information.
- Maintains compliance with all personnel policies and procedures.
- Performs other job functions as required.

These essential functions are not a complete statement of all duties required. Some marginal functions of the position that are not incidental to the performance of fundamental job duties may be excluded. All duties, responsibilities, and requirements are essential to the job.

Minimum Education and Experience

Bachelor’s degree from an accredited college or university in business administration, education, counseling, human resources, or related field with a minimum of three (3) years’ experience in case management or an equivalent combination of education, experience, or demonstrated competence.

Knowledge, Abilities, and Skills

- Knowledge of interviewing, counseling, and coaching techniques and methods.
- Knowledge of modern management and administration techniques and methods.
- Ability to conduct interviews effectively.
- Ability to communicate effectively both orally and in writing.
- Ability to make rational decisions in a timely manner.
- Ability to evaluate and place candidates appropriately.

To perform this job successfully the incumbent(s) will possess the skills, aptitudes and abilities to perform each duty proficiently.

Physical Requirements

- Acceptable vision and hearing with or without correction

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

- Works primarily inside in an office environment.

Special Requirements

- Valid Florida Driver’s License with a clean driving record
- Subject to drug screening
- Subject to records check
- Must be able to work retail hours
- Must complete Tier One Training and pass the Tier One Certificate Exam within sixty (60) days of being hired

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, and physical demands required of personnel so classified.

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? _____

Signature

Date