



## **CAREERSOURCE CITRUS LEVY MARION JOB DESCRIPTION**

<b>Job Title:</b> Career Development Coach	<b>FLSA:</b> Nonexempt
<b>Department:</b> Career Services	<b>Date Reviewed:</b> 4/25/2019
<b>Primary Location:</b> Marion/Citrus/Levy	<b>Grade:</b> 106
<b>Reports To:</b> Career Center Manager	

### **General Description**

The central focus of the Career Development Coach (CDC) role is to place actively engaged universal job candidates into open and available CareerSource Citrus Levy Marion internal job orders and to assist job candidates in preparing to conduct an effective job search. In fulfillment of this role, the Career Development Coach is responsible for interviewing and initially assessing job candidates to determine their qualifications, work history, job search strengths and challenges and areas of career interest. The Career Development Coach uses this information to match and then refer job candidates to open and appropriate job orders (both internal and external). CDCs conduct regular follow-ups with job candidates to facilitate job referrals, secure follow-up employment information (placements and entered employments) while ensuring all candidates have a Common Intake completed in EF. While working with job candidates, staff will provide qualifying and appropriate services including but not limited to resume assistance, labor market information, assessments, interviewing assistance, referral to education, orientation to services, Employ Florida training and support, as well as career counseling. The CDC documents all referrals, services, and follow-up activities in EF in accordance with established Local Operating Procedures.

### **Essential Job Functions**

- Engages, interviews and assesses job candidates to determine their qualifications, work history, job search strengths, challenges and areas of interest.
- Coordinates in a team context with their partnered Business Development Coordinators and all other Career Development and Recruitment staff in the Business Services Department to ensure job candidates have maximal exposure to job vacancies and businesses have full exposure and access to qualified job candidates.
- 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.
- Provides job candidates with up to date Labor Market Information and ensures they know how to interpret and use this information to enhance the effectiveness of their job search.
- Critiques and reviews job candidate's resumes, reviews LinkedIn and/or other Social Media platforms for appropriateness.
- 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.
- Instructs candidates in presenting a positive image to businesses and provides job candidates coaching – when appropriate.
- Conducts or arranges for skills, interests, proficiency and career readiness assessments, if appropriate.
- Reviews assessment results with job candidates.
- Conducts regular follow ups with job candidates to facilitate job referral, reemployment and the gathering of placement and entered employment outcomes.
- Utilizes knowledge of phone, email, and business etiquette to professionally handle all job candidate and business customer service related issues and interactions.
- Extensive use of the resource room, phone, email, and Social Media to engage job candidates to facilitate job referrals and to secure job referral follow up information.
- Documents all referrals, services, and follow up activities in the Employ Florida (EF).
- Adheres to standards of excellent customer service and professional/ethical conduct.
- Ensures confidentiality of job candidate's and business records.
- Updates job candidate's profiles in EF to ensure full, current and complete registrations and common intake
- Participates in mass recruitment, hiring and talent marketplace events.
- Maintains full 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 four year college or university in Human Resources, Political Science, Public Administration, Business Administration, Social Work, Psychology, Sociology or related field. Two years of professional or paraprofessional experience in employment security, counseling, interviewing, administration, human resources, insurance adjusting, examining, investigating, private employment placement work, call center activity or claims processing programs may be substituted on a year for year basis for required college education.

### **Knowledge, Abilities, and Skills**

- Knowledge of interview and assessment basics.
- Knowledge of basic labor resource information, i.e. wage & hour, labor market information, etc.
- Knowledge of the community and resources available within the community.
- Demonstrate significant knowledge of and skill in utilizing the Employ Florida (EF) to document employer/job seeker contact and provide services.
- Exhibit a thorough knowledge of all CareerSource Citrus Levy Marion business and job candidate services.
- Demonstrated ability to correctly interpret and efficiently implement policies and procedures.
- Possess the ability to professionally represent CareerSource Citrus Levy Marion while performing follow-up and outreach with the business community.

- Ability to meet deadlines.
- Ability to use a keyboard and computer to enter and maintain data.
- Ability to speak effectively and understandably on the phone and with people one on one, or before groups of people.
- Ability to work individually and/or as a member of a team.
- Demonstrated ability to meet or exceed established performance goals and monitoring standards.
- Demonstrated excellent time management, oral and/or written communication and work organization skills.
- Possess interpersonal and verbal communication skills.
- Possess proven commitment to a customer-focused service delivery system.
- Demonstrated mastery of computing, internet basics and specific work-related skills in using Microsoft Office Applications (Outlook, Word, and/or Excel).
- Demonstrated proficiency in the use of office machines (copier, fax, phone, and scanner).

*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 in an office environment.

**Special Requirements**

- Subject to background and drug screening
- Subject to records check
- Valid Florida Driver’s License with a clean driving record
- Must complete Tier One Training and pass the Tier One Certificate Exam within six (6) months 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