

**NEWCAP, Inc.**

**JOB DESCRIPTION**

JOB TITLE: Career Service Specialist –**CANDIDATE POOL**  
SUPERVISOR: Employment & Training Director  
CLASSIFICATION: Non-Exempt  
WORKSITE: Oconto, Marinette or Green Bay

**JOB PURPOSE:**

Serve as Career Service Specialist to clients utilizing Workforce Innovation & Opportunity Act (WIOA) services.

**AGENCY EXPECTATIONS:**

1. Adhere to agency policy and procedures.
2. Perform duties as workload necessitates.
3. Maintain a positive and respectful attitude.
4. Communicate regularly with supervisor.
5. Demonstrate flexible and efficient time management and ability to prioritize workload.
6. Consistently report to work on time prepared to perform duties of position.
7. Meet productivity standards.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Perform outreach services in order to recruit and screen applicants for Workforce Innovation & Opportunity Act (WIOA) services. Provide WIOA and Job Center services orientations to individuals.

2. Present and/or attend Rapid Response or worker orientation sessions for dislocated/laid off workers. Maintain and coordinate services with employers, partner agencies and community resources.
3. Determine WIOA program eligibility following program regulations and policy guidelines.
4. Administer required assessments (career, non-traditional occupations, educational, employment history, basic skills, computer, support services etc.). Identify client's barriers and provide accommodations as needed. Refer to appropriate partner agencies or community resources to coordinate services.
5. Create program file of documentation and assessments. Enter program related information into ASSET (state tracking system) to document and track all services.
6. Provide training availability information. Assist with training application process, including financial aide. Develop career plan utilizing assessments and applicant interview information. Create service strategy, addressing barriers and occupational goals.
7. Provide training and support services utilizing appropriate procedure (PAS< support, waiver request).
8. Provide ongoing participant contact to ensure academic progress by reviewing grades, attendance and financial aide. Access and address additional needs in order to facilitate program success.
9. Assist and coordinate training by providing labor market information. Provide employment search assistance upon completion of training.
10. Document and complete files for individuals upon satisfactory completion of program services. Provide follow up services as per program procedures.
11. Obtain and maintain required position related credentials.
12. Maintain knowledge of all NEWCAP programs and related community programs and services.

**PERSONAL AND BEHAVIORIAL REQUIREMENTS:**

- Reliable, dependable, prompt, organized, and work well with minimal supervision.

- Pleasant, professional, and courteous demeanor.
- Follow standard office procedures and Newcap, Inc. policies.
- Sensitive to other's needs.
- Maintain complete confidentiality in all NEWCAP business-related matters.
- Show respect and treat all people with dignity.
- Flexible and able to adapt to different situations.
- Multitask effectively.

**EDUCATION AND EXPERIENCE REQUIREMENTS:**

- Associate Degree or two or more years work experience in human services.
- Previous customer service experience and training.
- Proficient with Microsoft Office programs and the overall use of computers and general office equipment
- Effectively communicate verbally and in writing.
- Valid driver's license.

**PHYSICAL REQUIREMENTS:**

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; sit; talk; and hear.

Specific vision abilities regularly required by the job include close visions, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

*NEWCAP, Inc., is an Equal Opportunity Employer.*

Work environment characteristics 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.

The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Work is generally performed within an office environment, with standard office equipment available.

This job description should not be interpreted as all-inclusive. It is intended to identify the requirements, essential functions, and duties of this position. Employee may be requested to perform job-related responsibilities and tasks other than those stated in this job description.

**PLEASE NOTE: We recruit for this position on an on-going basis in order to build a talent pool of potential candidates. When a position becomes available, we will again review applicants at that time. Due to the volume of resumes that we receive, only those candidates selected for interviews will be contacted.**

**Thank you for your interest in joining our Team!**