



Workforce Development Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
WORKFORCE DEVELOPMENT SPECIALIST I	3021	B12	\$33,840 - \$49,798
WORKFORCE DEVELOPMENT SPECIALIST II	3023	B14	\$37,144 - \$55,134
WORKFORCE DEVELOPMENT SPECIALIST III	3025	B16	\$40,918 - \$61,130
WORKFORCE DEVELOPMENT SPECIALIST IV	3026	B18	\$45,521 - \$71,055

GENERAL DESCRIPTION

Performs employment work conducting interviews to assess client needs, disseminating information and facilitating access to workforce development programs, and providing employment counseling services.

EXAMPLES OF WORK PERFORMED

Disseminates information regarding workforce development programs, as well as special and supportive services.

Helps clients with applications for employment to ensure completeness, and with job searches, résumé preparation, and related activities.

Provides assistance to employers in establishing accounts, using the job matching system, and amending job posting information.

Interviews clients regarding training needs, education, experience, skills, interest, and other relevant factors to determine career development opportunities and eligibility for benefits.

Determines employers' job requirements, matches clients to job openings, and refers qualified clients.

Administers employment assessments and test instruments.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level IV may also perform work listed within the previous levels.

Note: *Factors that may distinguish between the journey levels include the degree of independence in performing the work and the complexity of the work and may include the employee's related experience, education, and certifications. Employees at the journey levels*

may independently perform the full range of work listed in the examples or may assist others in that work.

WORKFORCE DEVELOPMENT SPECIALIST I: Performs routine (journey-level) employment work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard. Employees at this level may also assist others in performing work of greater complexity and may:

- Maintain case management records.
- Establish and/or maintain working relationships with employers to verify satisfactory placements of clients.

WORKFORCE DEVELOPMENT SPECIALIST II: Performs complex (journey-level) employment work. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may work more independently than those at the previous levels and may routinely assist others in performing work of greater complexity. Employees at this level may:

- Provide employment statistical information.
- Contact employers to discuss ways to improve services and meet labor market needs more effectively.
- Verify the satisfactory placement of clients with employers.
- Write job postings at the request of employers.

***Note:** Any senior-level employee (levels III-IV) can serve as a lead worker providing direction to others. However, within this job classification series, team lead responsibilities will normally be found at level V. Senior-level employees may perform the full range of work listed in the examples above and may provide guidance and direction to others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the complexity of the work performed, and the employee's related experience, education, and certifications.*

WORKFORCE DEVELOPMENT SPECIALIST III: Performs advanced (senior-level) employment work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may perform specialized and technical workforce development work and may:

- Provide staff with instruction on work methods and procedures and guidance on how to resolve difficult and complex problems.
- Counsel clients who have job placement or job adjustment challenges.
- Analyze and evaluate the quality of performance and methods of operation.
- Investigate and review disputed determinations.
- Conduct studies related to placement operations for use in program planning, control, development, and implementation of operating procedures.
- Conduct training presentations for businesses, professional organizations, community groups, and clients to promote and explain workforce development programs and services.
- Develop and review marketing, instructional, or training materials to distribute to internal and external clients.

- Facilitate and coordinate individual and group orientation sessions.

WORKFORCE DEVELOPMENT SPECIALIST IV: Performs highly advanced (senior-level) employment work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may perform specialized and technical workforce development work and may:

- Oversee the administration of employment services and work-search related activities.
- Develop individual service strategies based on needs assessment and assist clients in establishing self-sufficiency goals and developing and managing service plans to attain those goals.
- Make recommendations to management for improvement.
- Review and evaluate case management records and documentation to determine quality of service and identify training needs.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in interviewing and counseling work. Graduation from a two-year college or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of interviewing and assessment techniques and procedures.
- Skill in conducting interviews, counseling clients, conducting vocational assessments, and using a computer and applicable software.
- Ability to establish and maintain effective relationships with the public, to gather and assess information, to manage caseloads, and to communicate effectively.

Additional for Workforce Development Specialist II-IV

- Ability to coordinate case planning and resources.

Additional for Workforce Development Specialist III-IV

- Ability to analyze operating problems and make recommendations in the areas of procedure and organization.

Additional for Workforce Development Specialist IV

- Ability to serve as a lead worker providing direction to others.