

**Workforce Development Specialist II**

Salary Group: B12

Class Code: 3021

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
WORKFORCE DEVELOPMENT SPECIALIST I	3020	B11	\$26,332 - \$41,355
WORKFORCE DEVELOPMENT SPECIALIST II	3021	B12	\$27,840 - \$43,798
WORKFORCE DEVELOPMENT SPECIALIST III	3023	B14	\$31,144 - \$49,134
WORKFORCE DEVELOPMENT SPECIALIST IV	3025	B16	\$34,918 - \$55,130
WORKFORCE DEVELOPMENT SPECIALIST V	3026	B18	\$39,521 - \$64,449

GENERAL DESCRIPTION

Performs routine (journey-level) employment work. Work involves conducting interviews to assess client needs, disseminating information and facilitating access to workforce development programs, and providing employment counseling services. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

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

Provides assistance to clients with applications for employment, ensuring completeness.

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

Interviews clients to assess and record information regarding training needs, education, experience, skills, interest, and other relevant factors to determine clients' career development opportunities and eligibility of benefits.

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

Maintains case management records.

Maintains or establishes working relationships with employers to verify satisfactory placements of clients.

Administers employment assessments and test instruments.

Assists in developing marketing, instructional, or training materials to distribute to internal and external clients.

May facilitate or assist in facilitating job readiness sessions and in conducting presentations to explain employment programs and services.

May assist in writing job postings at the request of employers.

Performs related work as assigned.

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

Knowledge of interviewing and assessment techniques and procedures.

Skill in conducting interviews, in counseling others, in conducting vocational assessments, and in using computers 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.