

**Workforce Development Specialist IV**Salary Group: B16
Class Code: 3025

<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 advanced (senior-level) employment work. Work involves interviewing clients, assessing client needs, and facilitating client access to workforce development programs. May perform specialized and technical workforce development work. Works under limited supervision, with considerable 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.

Provides instruction in work methods and procedures; provides guidance to staff regarding the resolution of difficult and complex problems.

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; counsels clients who have job placement or job adjustment challenges.

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

Analyzes and evaluates the quality of performance and methods of operation.

Investigates and reviews disputed determinations.

Contacts employers to discuss ways to improve services and meet labor market needs more effectively.

Verifies the satisfactory placement of clients with employers.

Conducts studies related to placement operations for use in program planning, control, development, and implementation of operating procedures.

Conducts training presentations for businesses, professional organizations, community groups, and clients to promote and explain workforce development programs and services.

Develops and reviews marketing, instructional, or training materials to distribute to internal and external clients.

Facilitates and coordinates group and individual orientation sessions.

May oversee or facilitate resource room, providing assistance with job searches, résumé preparation, and other work-search related activities.

May oversee the administration of or administers employment assessments and test instruments.

May review and evaluate case management records and documentation to determine quality of service and identify training needs.

May evaluate program services and methods of operations; makes recommendations to management for improvement.

May approve financial aid to clients for training assistance.

May serve as a technical authority when testifying in court.

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 analyze operating problems and make recommendations in the areas of procedure and organization, to coordinate case planning and resources, and to communicate effectively.