

Class Concept

This is entry level professional consultative work providing information, guidance, and assistance to clients seeking employment and employers seeking workers through programs administered by the Department of Commerce, Division of Workforce Solutions (DWS) and local workforce development boards in a career center environment. Positions may be devoted exclusively or in part to providing services to specific categories of workers like veterans, disabled veterans, agricultural workers, older workers, or offenders. Positions perform outreach activities and provide employment related services, including priority services when legislatively appropriate, using in-depth knowledge of specific rules and regulations for their targeted occupations. Case management requires interviewing, counseling, research of court precedent and past practice decisions, study of labor market conditions and current trends in workforce training and development, and knowledge of other agencies' programs for referral purposes.

Work assignments include job placement, employer consultative services, and program eligibility determination for a variety of DWS programs. Positions may refer clients to appropriate agencies for other services needed. Decisions are based on analysis of information obtained from client interview, supporting documentation, survey and occupational data, interpretation of changing federal and state programs, and knowledge of programs and services offered by other agencies for clients with multiple problems or employment barriers. Positions utilize agency guidelines and federal and state standards for determining program eligibility. Newer programs will require greater interpretation due to limited programmatic information and policy guidelines. More complex decisions are referred to supervisory staff and program specialists in the field or in the central office. Work is performed under the general direction of a supervisor or manager in accordance with established work plans.

Recruitment Standards

Knowledge, Skills, Abilities

- Ability to learn career exploration and service delivery methods
- Ability to analyze, interpret, and evaluate information and conflicting opinions
- Ability to independently apply the provisions of pertinent law, rules, regulations, and procedures to specific cases
- Ability to communicate orally and in written form effectively

Minimum Training and Experience Requirements

Bachelor's degree from an appropriately accredited institution with related experience in human resource administration, case management, job development and placement, employment counseling, vocational guidance and counseling, social work, vocational rehabilitation, claims analysis, or related public contact work dealing with job applicants and employers in a variety of functions; or

Associate degree and two years of experience in human resource administration, case management, job development and placement, employment counseling, vocational guidance and counseling, social work, vocational rehabilitation, claims analysis, or related public contact work dealing with job applicants and employers in a variety of functions; or an equivalent combination of education and experience.

Agricultural Services

Bachelor's degree from an appropriately accredited institution with related experience in agricultural business operations or business experience dealing with agricultural problems; or

Associate degree and two years of experience in agricultural business operations or business experience dealing with agricultural problems; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

Necessary Special Requirement - Veteran Employment Services

Related public contact work dealing with veterans or job applicants and employers in a variety of functions.

Title 38, United States Code (38 U.S.C.), Section 4104 states that, "Preference shall be accorded first to qualified service-connected disabled veterans; then, if no such disabled veteran is available, to qualified eligible veterans and, if no such eligible veteran is available, then to qualified eligible persons."

Necessary Special Requirement - Disabled Veteran Employment Services

Related public contact work dealing with veterans or job applicants and employers in a variety of functions.

Title 38, United States Code (38 U.S.C.), Section 4103A requires that employees in this class be honorably discharged veterans who have served a minimum of 180 days on active duty in the Armed Forces or were discharged or relieved from active duty because of service-connected disability. Chapter 41 of Title 38 continues, "Preference shall be given in the appointment of such specialists to qualified disabled veterans."