

**WORKFORCE SOLUTIONS**  
**Job Description**

<b>JOB TITLE:</b>	Career Planner Assistant	<b>Department:</b>	Programs & Services
<b>Salary:</b>	\$26,520	<b>Reports to:</b>	Branch Manager
<b>Status:</b>	Hourly	<b>Last Revision Date:</b>	9/22/2008

**SUMMARY**

A programmatic position responsible for assisting Career Planners in the Branch Offices with data entry, clerical and other program functions. Works as part of a team and will support multiple career planners.

**PRIMARY PROGRAM RESPONSIBILITIES**

1. Schedule and conduct orientations for the WIA and WTP programs.
2. Complete WIA application and create a client file with all needed eligibility paperwork, as appropriate.
3. Schedule assessments, child care appointments and Individual Career Plan (ICP) appointment with Career Planners, as needed.
4. Track and disburse all approved support service vouchers.
5. Assist the Career Planner to maintain client files, for QA reviews.
6. Input all information correctly and timely into the tracking systems to include OSST, EFM and Gazelle.
7. Assist WTP clients with diversion and relocation program information.
8. Participate in continued training to remain knowledgeable in all the mandates that affect customer flow through the Center.
9. Work closely with the Career Planner and share customer information in order to place the customer into employment.
10. Discuss the need for support services with the job seeker and document reasons.
11. Maintain current and accurate records, including updates of the ICP.
12. Enter information as it occurs, or within ten days of the occurrence.
13. Refer the job seeker to other agencies/partners to ensure all their needs are met.
14. May assist with REACT Services.
15. May conduct Career Center orientation and other workshops.
16. Provide follow-up on the job seeker according to current policy to ensure retention goals are met.
17. Assumes other duties as assigned by the supervisor.

**KNOWLEDGE AND SKILL REQUIREMENT**

1. One to three years experience in related work, depending on education.
2. Excellent communication skills.
3. Outstanding customer service and interpersonal skills.
4. Sensitivity to individuals who may be experiencing stress.
5. MS Office proficient.
6. Keyboarding speed of 35wpm or better.
7. Knowledge of the community partners and other community resources.
8. Good organizational skills
9. Knowledge of local training agencies and workforce agencies and programs.
10. Certification in workforce development, or Microsoft products preferred.
11. Must be Workforce Development Professional Certified within six-months of employment.

**EDUCATION**

Associate Degree with minimum 1 year related experience, or high school diploma with minimum 3 years related experience.

**WORKING CONDITIONS**

Office environment with extensive computer usage and regional travel.

**ACKNOWLEDGMENT**

This job description is subject to change at any time without prior notification.

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Signature

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Date