

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

<b>JOB TITLE:</b>	Placement Consultant	<b>Department:</b>	Programs & Services
<b>Salary:</b>	\$29,120	<b>Reports to:</b>	Branch Manager
<b>Status:</b>	Hourly	<b>Last Revision Date:</b>	9/22/2008

**SUMMARY**

A programmatic position responsible for Resource Room activities, and providing initial assessment/job referral, job development and job placement services to clients.

**PRIMARY PROGRAM RESPONSIBILITIES**

1. Greet and receive clients and customers in the Branch offices.
2. Provide orientation to workforce services and information on Center programs, partners, available resources and services, service schedules and eligibility criteria for all programs to first-time and return clients. This may be provided one-on-one to clients in the Resource Room or in a group setting as requested by Branch Manager.
3. Ensure that all jobseekers complete a registration packet on their first visit.
4. Maintain a daily sign-in log for clients each time they visit the office.
5. Provide initial assessment to determine clients' job readiness and refer clients to appropriate programs and/or services. Assessment responsibilities include initial assessment to determine the client's job readiness as well as the administration of basic skills or other skills tests in order to qualify clients for referral to job orders, etc.
6. Provide job development where needed and coordinate client referral and placement.
7. Provide job placement assistance to clients who deemed job ready including assistance in resume preparation, job search assistance, skills testing, etc.
8. Provide assistance to clients who complete application for additional service (i.e. WIA, Unemployment and TCA).
9. May conduct Professional Placement Network services, as requested.
10. Assist employers with services, as needed.
11. Manage caseload of core service clients; assists with placement and follow-up with these clients.
12. Enters data into and retrieves data from the Management Information Systems.
13. Maintain the appearance of the resource room including refilling pamphlets and other information.
14. Maintain job order book for non-computer users.
15. Follow-up with clients according to most current policy.
16. Report performance on the services, placements and follow-ups completed to the Branch Manager, as requested.
17. Help compile information for reports needed by the Branch Manager.
18. Assume other duties as assigned.

**KNOWLEDGE AND SKILL REQUIREMENT**

1. Three years of customer contact work experience.
2. Ability to identify and communicate employment barriers.
3. Ability to administer and interpret assessment tools such as TABE, Career Scope, Choices and Prove-it.
4. Outstanding customer service and interpersonal skills.
5. Sensitivity to individuals who may be experiencing stress.
6. Good organizational skills.
7. Knowledge of the Employ Florida management information system and ability to assist clients in registration and to run relevant reports on productivity.
8. Proficiency in MS Office, specifically use the Internet, Word and Excel programs.

- 9. Knowledge of the community partners and other community resources.
- 10. Knowledge of the local labor market preferred.
- 11. Ability to provide workshops or meetings in a public setting.
- 12. Must be Workforce Development Professional certified within the first 6-months of employment.

**EDUCATION**

- 1. Associate degree and one year of public contact experience, or High school diploma and three years of public contact experience.

**WORKING CONDITIONS**

Office environment with extensive computer usage. Minimal 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