

## **Career Center Staffing**

- A. **Clerk/Telephone Operator** (non-information desk duties)
  - i. Functions: Backroom operation answering an automated telephone system with numerous extensions. Answer all incoming calls and make proper connection to person requested. Provide clerical support as assigned.
  - ii. Qualifications:
    - 1. H.S. Diploma or GED
    - 2. 1 year of customer service experience and experience in the operation of a multi-line telephone system
    - 3. Proficient with Microsoft Office applications preferred
    - 4. Excellent communication skills (must speak, read, and write in English)
    - 5. Multilingual (Spanish and/or Creole)
    - 6. Required to be Tier I certified within 6 months of hire
  
- B. **Customer Service Representative** (Director of First Impressions)
  - i. Functions: Greet and assist job seekers in the resource room, information desk, orientation, and in other assigned Career Center activities (Core and Assisted Core Services).
  - ii. Qualifications:
    - 1. H.S. Diploma or GED
    - 2. 1 year of customer service and/or sales experience
    - 3. Proficient with Microsoft Office applications
    - 4. Excellent communication skills (must speak, read, and write in English)
    - 5. Multilingual (Spanish and/or Creole) preferred
    - 6. Required to be Tier I certified within 6 months of hire
  
- C. **Workshop Facilitator**
  - i. Functions: Provide employability skills/job readiness workshops, coordinate various trainings and workshops, follow-up and data entry.
  - ii. Qualifications:
    - 1. B.A. in education, psychology, or other related field
    - 2. 1 year of instructional experience and 1 year of experience in curriculum design, designing lesson plans, or related experience
    - 3. Proficient with Microsoft Office applications
    - 4. Excellent communication skills (must speak, read, and write in English)
    - 5. Multilingual (Spanish and/or Creole) preferred
    - 6. Required to be Tier I certified within 6 months of hire

**D. Program Specialist I**

- i. Functions: Assist Career Center staff (conduct Initial Assessment Application updates, send faxes and letters, follow-up, data entry, type, file, copy, and perform related support services duties).
- ii. Qualifications:
  1. H.S. Diploma or GED
  2. 1 year of customer service experience
  3. Proficient with Microsoft Office applications
  4. Excellent communication skills (must speak, read, and write in English)
  5. Multilingual (Spanish and/or Creole) preferred
  6. Required to be Tier I certified within 6 months of hire

**E. Program Specialist II**

- i. Functions: Eligibility for services and programs, management of data entry for program Management Information Systems and other duties as assigned.
- ii. Qualifications:
  1. A.A.
  2. 2 years of workforce programs experience to include customer service experience
  3. Proficient with Microsoft Office applications
  4. Excellent communication skills (must speak, read, and write in English)
  5. Multilingual (Spanish and/or Creole) preferred
  6. Required to be Tier I certified within 6 months of hire

**F. Career Advisor**

- i. Functions: Provide comprehensive case management for the intensive services under the workforce programs (i.e. WIA, CAP, SNAP, etc.)
- ii. Qualifications:
  1. B.A.
  2. 1 year of customer service experience
  3. Proficient with Microsoft Office applications
  4. Excellent communication skills (must speak, read, and write in English)
  5. Multilingual (Spanish and/or Creole) preferred
  6. Required to be Tier I certified within 6 months of hire

**G. Lead Career Advisor (Optional - based on Career Center need)**

- i. Functions: Provide comprehensive case management for specialized caseload (i.e. deferrals for CAP, Employed Worker Training (EWT))

for WIA, etc.) and assist program supervisor with management of workforce program services.

- ii. Qualifications:
  - 1. B.A.
  - 2. 2 years of workforce programs experience to include customer service experience
  - 3. Proficient with Microsoft Office applications
  - 4. Excellent communication skills (must speak, read, and write in English)
  - 5. Multilingual (Spanish and/or Creole) preferred
  - 6. Required to be Tier I certified within 6 months of hire

#### H. **Outreach Specialist**

- i. Functions: Develop worksite agreements, conduct home visits to re-engage clients, and follow-up with employers and clients.
- ii. Qualifications:
  - 1. A.A.
  - 2. 1 year of workforce programs experience to include customer service experience
  - 3. Excellent communication skills (must speak, read, and write in English)
  - 4. Multilingual (Spanish and/or Creole) preferred

#### I. **Placement Specialist**

- i. Functions: Match qualified job seekers with employers' placement needs. Monitor Employ Florida Marketplace to ensure complete job seeker registrations.
- ii. Qualifications:
  - 1. B.A.
  - 2. 2 year of workforce development or human resources experience to include customer service experience
  - 3. Proficient with Microsoft Office applications
  - 4. Excellent communication skills (must speak, read, and write in English)
  - 5. Multilingual (Spanish and/or Creole) preferred
  - 6. Required to be Tier I certified within 6 months of hire

#### J. **Employer Specialist**

- i. Functions: Identify businesses and industries to develop job placement opportunities for jobseekers and convert these opportunities into job orders for jobseekers. Develop and manage On-the-Job Training (OJT) agreements with businesses in the Region.
- ii. Qualifications:
  - 1. B.A. (preferred: business, public relations, marketing, human resources)

2. 2 years of experience in workforce development or business i.e. marketing, public relations, or economic development
3. Proficient with Microsoft Excel & Word applications
4. Excellent communication skills (must speak, read, and write in English)
5. Multilingual (Spanish and/or Creole) preferred
6. Required to be Tier I certified within 6 months of hire

**K. Business Consultant (Minimum one per Respondent)**

- i. Functions: Interface with the business community within Miami-Dade and Monroe Counties and other duties as assigned by the **SFWIB** Business Services Manager. Promote and develop training and financial business incentives (i.e. EWT, OJT, etc.).
- ii. Qualifications:
  1. B.A. (preferred: business, public relations, marketing, or economics)
  2. 4 years of experience in business i.e. marketing, public relations, or economic development
  3. Proficient with Microsoft Excel and Word applications
  4. Excellent communication skills (must speak, read, and write in English)
  5. Multilingual (Spanish and/or Creole) preferred
  6. Required to be Tier I certified within 2 months of hire

**L. Workforce Program Supervisor**

- i. Functions: Manage, supervise, perform quality assurance, and monitor workforce program services and staff.
- ii. Qualifications:
  1. B.A. (preferred: business, public relations, or human resources)
  2. 2 years of supervisory experience to include experience in workforce development, economic development, or human resources
  3. Proficient with Microsoft Office applications
  4. Excellent communication skills (must speak, read, and write in English)
  5. Multilingual (Spanish and/or Creole) preferred
  6. Required to be Tier 1 certified within 6 months of hire
  7. Required to be Tier 2 certified within 9 months of hire

**M. Workforce Center Director/Manager**

- i. Functions: Manage, supervise, and monitor Career Center operations, program services and staff.
- ii. Qualifications:
  1. B.A. (business, public administration, or human resources)

2. Masters preferred
3. 4 years of management and supervisory experience to include experience in workforce development, economic development, or human resources
4. Proficient with Microsoft Office applications
5. Excellent communication skills (must speak, read, and write in English)
6. Multilingual (Spanish and/or Creole) preferred
7. Required to be Tier 1 certified within 6 months of hire
8. Required to be Tier 2 certified within 9 months of hire