

**CAREERSOURCE CENTRAL FLORIDA
JOB DESCRIPTION**

JOB TITLE: Career Services Consultant
DEPARTMENT: Operations
REPORTS TO: Career Services Manager
FLSA STATUS: Non-Exempt

GENERAL PURPOSE:

The purpose of this position is to provide a broad array of assistance and highest quality services to job seekers and businesses at CareerSource Central Florida One-Stop Career Centers and various stakeholder locations throughout the region. The Career Service Consultant provides holistic career services integrating the opportunities available through the Workforce Innovation and Opportunity Act (WIOA), the Welfare Transition (WT) program, Supplemental Nutrition Assistance Program (SNAP), Re-employment Assistance (REA), and other grants or programs.

The position requires intentional and excellent customer service focus, knowledge of career and employment services, workforce development programs and integrated services delivery.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this job title. It is not necessarily descriptive of any one position in the job title. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Essential Function
Assists job seekers and employers by providing superior customer service, career and employment services including but not limited to; job search assistance, job referrals, job placements, resume prep, employability skills workshops, skills and educational assessments, case management, job training assistance, recruiting events, outplacement services.
Establishes and maintains relationships with customers in order to deliver holistic case management that includes developing career pathways that reach objectives in the most efficient and timely manner
Establishes and maintains collaborative relationships with business services team and is aware of full range of regional industries in order to integrate business needs into career services
Responsible for staying current regarding targeted industry sectors and all related labor market data. Utilizes the most current data in developing career pathways based on relevant labor market information.

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Responsible for timely, complete and accurate data entry in data collection systems
Contributes to achieving regional goals established by the state, grantors, and other funding resources
Other duties as assigned

SUPERVISION:

Supervision Received - Work is performed independently under limited supervision with some latitude in the use of initiative and independent judgment.

Supervision Performed – Not Applicable.

MINIMUM QUALIFICATIONS:

Associate's degree in business administration, social sciences or related discipline; supplemented by two years' experience in related field; or an equivalent combination of education, certification, training, and/or experience. Position is required to attain state required Tier 1 certification within 6 months of hire date. After the first year, incumbents must maintain current Tier 1 certification by completing 15 continuing education credits annually.

PREFERRED QUALIFICATIONS:

Bachelor's degree in related area; Experience in workforce development; Tier 2 Certification.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of career and employment services
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel) and Internet applications
- Skill in time management and work organization
- Ability to read, analyze, interpret and understand oral and written communications, including common journals, laws, regulations, policies, and procedures
- Ability to provide excellent customer service
- Ability to assist customers and exhibit good interpersonal skills
- Ability to manage multiple priorities to ensure that deadlines are met
- Ability to work as a team member
- Ability to work in a fast paced and diverse environment
- Ability to coordinate with internal and external partners in service delivery
- Ability to meet or exceed established performance goals and monitoring standards
- Ability to listen keenly and use critical thinking
- Ability to operate general office equipment
- Ability to work with minimal supervision
- Ability to communicate effectively in English orally and in writing

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- Demonstrates professional appearance and attitude as defined by CareerSource Central Florida guidance and policies
- Models CareerSource Central Florida's core values

PHYSICAL REQUIREMENTS:

Tasks involves light physical effort (i.e., some standing and walking, or frequent light lifting of less than 10 pounds); and minimal dexterity in the use of fingers and limbs in the operating of office equipment. Tasks may involve extended periods of time sitting at a workstation and utilizing a keyboard.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

SENSORY REQUIREMENTS:

Some tasks require manual dexterity. Some tasks require visual and hearing acuity. Tasks may involve identifying and distinguishing colors. Tasks require oral communications ability.

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This job description does not constitute an employment agreement between CareerSource Central Florida and the employee and is subject to change by CareerSource Central Florida as the needs of the organization and requirements of the job change.

CareerSource Central Florida is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, CareerSource Central Florida provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this job description and hereby certify that I am able to perform this job, with or without reasonable accommodation.

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date