

**CAREERSOURCE CENTRAL FLORIDA  
JOB DESCRIPTION**

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**JOB TITLE:** Career Services Liaison  
**DEPARTMENT:** Operations  
**REPORTS TO:** Director of Strategic Operations  
**FLSA STATUS:** Exempt

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**GENERAL PURPOSE:**

The purpose of this position is to provide a broad range of support, guidance and assistance in policy development for CareerSource Central Florida.

The position requires in-depth knowledge of all available career/employment services and workforce development programs, including, but not limited to: Workforce Innovation and Opportunity Act (WIOA), the Welfare Transition (WT) program, Supplemental Nutrition Assistance Program (SNAP), Re-employment Assistance (REA) in order to provide integrated services focused on developing solutions, training, and qualified talent to regional businesses.

**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 Functions
Integrates components of all programs and their related services to provide policy and procedure guidance to Operations. Collaborates with business services to integrate processes for seamless service delivery to businesses and job seekers
Collects, analyzes, and organizes data in order to assist leadership with long and short-term strategies.
Supports organization by assisting with internal staffing needs and training; helps develop performance measures and behavioral competencies. Assists with solving external and internal issues
Attends and participates in staff meetings, various trainings, personal and career development to increase knowledge and ability and to maintain all required certifications.
Other duties as assigned

**SUPERVISION:**

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

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**Supervision Performed** – Not Applicable.

### **MINIMUM QUALIFICATIONS:**

Bachelor's Degree from an \*accredited institution in business administration, social sciences or related discipline; supplemented by two (2) years' experience in workforce development or a related field; or an equivalent combination of education, certification, training, and/or experience. Minimum qualifications for combination:

- High School Diploma or GED combined with at least six (6) years in workforce or related experience
- Associates Degree or equivalent coursework from an accredited institution in a related field combined with at least four (4) years in workforce or related 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 a minimum of 15 continuing education units (CEUs) annually

### **PREFERRED QUALIFICATIONS:**

Advanced degree in related area from an accredited institution; Tier 2 Certification.

*\*Accreditation confirmed by USDOE Database of Accredited Postsecondary Institutions and Programs. <http://ope.ed.gov/accreditation/GetDownloadFile.aspx>*

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- In-depth knowledge of career and employment services
- Ability to analyze and report on complex data
- Skill in the use of Microsoft Office products (Word, Outlook, and Excel) and Internet applications
- Proficient in time management and work organization
- Proficient in analyzing and interpreting policy, rules, regulations, etc. Demonstrates the ability to assist in developing efficient, integrated processes based on accurate interpretations.
- Demonstrates exemplar excellent interpersonal skills and customer service to internal and external stakeholders
- Ability to manage multiple priorities to ensure that deadlines are met
- Ability to work as a contributing member of cross-functional teams
- 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 demonstrate advanced critical thinking skills
- Ability to communicate proficiently in English orally and in writing

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- Ability to operate general office equipment
- Ability to work independently
- 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.**

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Name (print)

\_\_\_\_\_  
Supervisor's Name (print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date