GOODWILL INDUSTRIES OF THE COLUMBIA WILLAMETTE

Job Description

TITLE: Employment Specialist **EEO#:** 2
IMMEDIATE SUPERVISOR: Senior Employment Specialist
DEPARTMENT: Vocational Services – Job Connection **DIVISION:** All

GENERAL SUMMARY: Provide free job search services to individuals with barriers to employment and employment services to employers.

PRINCIPAL DUTIES & RESPONSIBILITIES:

Essential Functions:

- Actively recruit potential job seekers for enrollment.
- Engage program participants and establish trusting, collaborative relationships.
- Assess program participants' education, work experience, skills, qualifications, and job interests.
- Identify barriers that hinder participants' employability.
- Provide program participants with job leads and skill training information.
- Match program participants with employment opportunities.
- Develop and maintain frequent communication with participants, employment community; and referral sources.
- Coach participants in interview and presentation skills.
- Make appropriate referrals to community partners and network to garner new participant referrals.
- Enter and maintain accurate and timely account documentation within the database.
- Prepare and submit all required reports.
- Communicate effectively with supervisory staff and co-workers.
- Submit quarterly "Graduate of the Quarter" nominations.
- Complete all approved and assigned annual training.
- Foster and demonstrate a positive team environment.
- Provide excellent customer service to all internal and external customers.
- Must demonstrate willingness and ability to adhere to all GICW's policies and procedures, CARF Standards, Kaizen guidelines, safety and security regulations.

Incidental Functions:

- Bilingual communication, which may include interpreting or translating.
- Perform miscellaneous duties, as assigned.

QUALIFICATIONS:

Specific:

- Must be 18 years of age or older.
- Associate's degree.
- Three years direct sales and cold calling experience.
- Experience interacting and communicating with diverse populations.
- Able to function independently and with limited supervision.
- Excellent customer service skills and communication skills.
- Proficient in Microsoft Word, Excel and Outlook.
- Must provide own transportation as required.

General:

- Must maintain consistent, predictable, and satisfactory attendance and punctuality as scheduled.
- Must be able to demonstrate upon request functional literacy and numeric proficiency.
- Must have command of the English language sufficient to verbally communicate with the general public.
- Must not present a significant current risk of substantial harm to self or others in the performance of the essential duties of the job that cannot be eliminated or reduced by reasonable accommodation.
- No record or disclosure of criminal conviction that indicates a tendency toward theft, violence, dishonesty, deceit, drug manufacture or sale, moral turpitude, or predatory behavior or is otherwise in conflict with the functions listed on this job description. This may include passing a state-mandated, federally-conducted criminal background check.
- Must provide proof of identification and eligibility to work in the United States of America.
- Must pass a drug screening test and background check.
- Must be able to perform the essential functions of the job with or without reasonable accommodation.
- Must meet GICW quantitative and qualitative performance standards.

POSITIONS SUPERVISED: None.

WORKING CONDITIONS/HAZARDS:

- Work is primarily performed in an office environment with frequent telephone use.
- Occasional travel throughout the service area may be required.
- Employment Specialists are subject to transfer to other locations within the GICW system.
- May be exposed to individuals with unique behavior patterns.
- Moderate adaptability required: Work environment occasionally hectic (fast paced) with irregular short deadlines and a limited number of critical or unusual situations.
- DOT Strength Classification – Light.

Employee: _____ Date: _____

Director: _____ Date: _____