

UPPER EXPLORERLAND REGIONAL PLANNING COMMISSION

Position: WIOA Title 1 Career Assistant

Reports to: WIOA Title 1 Director

Employment: Career Assistant

Pay Grade 10

DUTIES: Specific Duties and Responsibilities:

- Assist IowaWORKS Center customers with Welcoming/Check-in;
- Provide basic employment assistance to “Exploratory” customers including navigating computer systems/programs;
- Assist with job search activities such as online job searching and applications;
- Responsible for referral of customers to employment and training programs;
- Must be knowledgeable of other Iowa Workforce Development programs such as Unemployment Insurance, WOTC, Veterans, Home Based Iowa, Future Ready Iowa, PROMISE JOBS, Vocational Rehabilitation, Department for the Blind, HSED, Federal Bonding, etc.
- Assist with calling customers for reengagement of services;
- Assist with pre-applications for employment & training programs to determine potential eligibility;
- Outreach and recruitment of potential participants, may include on-site hours at businesses, schools, career/job fairs and other various events;
- Conduct assessment testing of aptitude, interest, literacy and occupational skills to assist participants in pursuing training and/or education;
- Partner with all agencies that have committed to the WIOA Memorandum of Understanding;
- Compile information, complete data entry forms, enter required data in computer, and other clerical/support assistance as needed;
- Mentor/train co-workers and/or new employees, interns, Work Experience hires in the WIOA program, and;
- Provide program assistance to Career Advisors/Director such as uploading documents into case management system, mailings, marketing efforts, contacts to participants, etc.
- Is committed to providing quality service that meets or exceeds the expectations of internal and external customers;
- The statements contained herein reflect general details as necessary to describe the essential job duties/responsibilities and performance expectations of the job, which should not be considered as all-inclusive listing of work requirements. Individuals may perform other duties as assigned within the WIOA federal programs.

Minimum Qualifications:

- Associate’s Degree in the human services field, social work, sociology or psychology; or Associate’s Degree in Administrative/Office Management with combined experience in social services; or an equivalent combination of which the education and experience are interchangeable at the rate of two years of experience to one-year education. Experience in a related employment & training programs is preferred.

Work Environment:

The Career Assistant operates in a professional office environment with a moderate noise level.

Physical Demands:

This position is largely a sedentary role; however, routine use of standard office equipment such as computers, phones, photocopiers, calculators, filing cabinets and fax machines is required. While performing the duties of this job, the employee is regularly required to talk and hear, and occasionally operate a motor vehicle. The employee is routinely required to stand, sit, use hands to finger, spend time making repetitive motions, handle or feel, reach with arms and hands, and lift up to 10 pounds. Requires close visual acuity to prepare and analyze data and figures, viewing a computer, and reading.

Travel:

This position requires minimal travel to client locations, agency offices and meetings. Limited overnight travel may be required.

Executive Director

Date

Department Director

Date

Employee

Date

UERPC is an Equal Opportunity Employer. UERPC is a nondiscriminatory agency. Ancillary aids and services will be available upon request for a person with a disability.

Revision Date: July 2019