



Date: 2019
Position Title: Career Advisor - National Farmworker Jobs Program (NFJP)
Division: Workforce, Machias Office
Level: Level 4-Program Specialist
FLSA Status: Non-Exempt
Reports to: Director of Workforce

Position Summary:

The Career Advisor - NFJP is responsible for direct delivery of services to clients from intake through job placement and follow-up. The Career Advisor - NFJP works with clients to develop and execute employment and training plans, utilizing appropriate resources and support services per program guidelines.

Essential Functions:

- Serves clients, partners, and government agencies in an honest, professional, ethical, effective and efficient manner as a representative of EMDC.
- Responsible for direct delivery of core workforce development program elements.
- Completes intake applications and evaluates employment potential of applicants; makes enrollment decisions in consultation with management; develops individual service strategy for enrolled clients; assists with coordination of work experience and on-the-job training activities; administers and documents service delivery to enrolled clients.
- Assists clients and evaluates systems to ensure that training, employment, and program performance goals are being met.
- Maintains awareness and documentation of labor market information, relevant legislation and policy, and best practices in the field.
- Builds partnerships and maintains relationships with related educational institutions and community or government agencies.
- Assists with the coordination and delivery of informational sessions, focus groups, and other special events.

Job Requirements:

- Excellent communication skills, both written and verbal.
- Ability to develop and implement effective client support systems.
- Strong organizational skills and ability to meet deadlines in a fast-paced environment.
- Ability to work well with customers, co-workers, and supervisor.
- Understanding of Workforce Investment Act and successor programs.
- Knowledge of adult learning theory and practice.
- Advanced knowledge of skills assessment.
- Knowledge of community and human services agencies and resources.
- Experience with career and life skills development.
- Ability to work with disadvantaged population.
- Valid driver's license required with regular access to own reliable vehicle.
- Regular attendance required.

Core Competencies:

Computer skills – Skilled in the use of computers, adapt to new technology, learns new programs quickly, uses computers to improve productivity.

Customer service – Handles customer questions and complaints, communicates effectively, handles service problems politely and efficiently, maintains availability, follows procedure to solve customer problems, understands company products and services, maintains pleasant and professional image.

Dependability – Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.

Integrity/Ethics – Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values, and conveys good news and bad.

Teamwork – Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leader to meet goals, welcomes newcomers and promotes a team atmosphere.

Position Competencies:

Communication – Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills.

Customer Focus – Builds customer confidence, is committed to increasing customer satisfaction, sets achievable customer expectations, assumes responsibility for solving problems, ensures commitments to customers are met, solicits opinions and ideas from customers, responds to internal customers.

Initiative – Tackles problems and takes independent action, seeks out new responsibilities, acts on opportunities, generates new ideas, practices self-development.

Listening Skills – Listens attentively to others, asks clarifying questions, actively listens, stays open to other viewpoints, manages distractions and interruptions.

Problem Solving/Analysis – Breaks down problems into smaller components, understands underlying issues, can simplify and process complex issues, understands the difference between critical details and unimportant facts.

Results Focus – Targets and achieves results, sets challenging goals, prioritizes tasks, overcomes obstacles, accepts accountability, sets team standards and responsibilities, provides leadership/motivation.

Education/Experience:

A degree in education, social work, human services, public administration or other related field. A minimum of 2 years' experience in employment and training, assessment, statistics and analysis, counseling or related field.

Working Conditions:

General business hours are 8:00 a.m. to 5:00 p.m. Monday through Friday, though exempt positions will typically require work to be performed outside general business hours. Work is generally performed in an indoor, professional office environment.

While performing the duties of this job, the employee is regularly required to sit and talk or listen, and regularly required to use a keyboard for typing. The employee is often required to stand and walk. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. The employee must travel to different locations and must be able to provide own transportation.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Disclaimer: *Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*