



## **CAREER LEARNING & EMPLOYMENT CENTER (CLEC), INC.**

### **JOB DESCRIPTION**

**Employment & Training Advisor (ETA)  
Workforce Investment Act (WIA) Services  
Multiple County Locations (Vanderburgh, Knox, Gibson & Dubois)**

#### **STATEMENT OF FUNCTION**

Provides career counseling, intensive job search assistance and training/re-training assistance to Adult, Dislocated Worker & Youth customers within Region 11 Workforce Career Centers. Reports to the Career Learning and Employment Center (CLEC), Inc. Workforce Operations Director.

#### **DUTIES AND RESPONSIBILITIES:**

Conducts outreach and recruitment of potential WIA customers. Develops and maintains contacts with community organizations and educational institutions for the purpose of outreach, recruitment and positive public relations. May present information regarding programs and services to community groups and organizations.

Orientates customers to the services and eligibility requirements of the WIA program in both group settings and individually.

Assists customers with their career planning and career decision-making process. Assesses customer's employment and training needs to include job readiness status. Assists customers in identifying and addressing barriers to employment, and refers customers to intensive and training services within the one-stop system as appropriate, or to community resources as necessary. Determines customer eligibility for program services based upon assessed needs and program eligibility requirements.

Assists WIA customers with their enrollment and participation in post secondary educational opportunities. Issues vouchers for tuition and books as necessary. Monitors student progress, collects grades and attendance information. Counsels



students when concerns arise. Assists students with supportive services as per their assessed needs. Mentors customers while they are attending post secondary training.

Enters all relevant data (enrollment, case management notes, job placement data, follow-up information, etc.) into computer tracking system. Performs necessary documentation, paperwork and record keeping.

Prepares customers for their job search by assisting them with resumes, cover letters, mock interviews, etc. May develop and present career and job search workshops and orientations to job seekers, and provides Workforce Center tours as needed.

Provides job development and appropriate job referrals to WIA customers and conducts follow-up services with customers regarding their job search.

May conduct “Rapid Response” activities for mass layoffs and company closings. Provides information to affected employers and orientates affected workers to program services. May provide services and certification for Trade Adjustment Assistance (TAA) participants.

May provide eligibility determination and collect necessary documentation to demonstrate customer’s eligibility for program services.

Assists in organizing & participating in job fairs, trade shows, and appropriate community events as required.

Workforce Region 11 WIA Services employees operate as a team. All team members are expected to have a basic working knowledge of the services offered to customers, and should be prepared to provide back-up coverage in these service areas during peak periods, or when staffing shortages arise due to lunch hours, vacations, or staff illness.

All other duties as assigned by Management Staff

## **SALARY & BENEFITS**

Salary: \$27,000 - \$34,000 DOE

CLEC, Inc. offers a full benefits package to include Health, Dental, Vacation, PTO & 401K Retirement Plan.



## MINIMUM QUALIFICATIONS

*Education/Experience:* Bachelor's degree in career counseling, educational/guidance counseling, human services or a related field preferred.

Five years of work experience in a related field, with at least two years of counseling and case management experience. Combination of education and experience can be substituted for required experience.

*Skills/Abilities:* Ability to provide positive, outstanding customer service. Willingness to adapt to an ever-changing workforce environment.

Ability to maintain confidentiality.

In order to provide the highest level of customer service, this position requires a thorough understanding of the job search process including proficiency in resume writing, uploading resumes to internet websites, cover letters, job interviewing skills, etc.

Ability to interact positively with a variety of personalities and socio-economic populations.

Ability to work in an integrated team environment and provide support to fellow team members is essential. Problem-solving skills, organizational skills, time management skills, and excellent oral and written communications skills are essential.

Proficiency in a variety of computer software applications are required including Microsoft Office Suite, e-mail and internet applications.

Knowledge of the Indiana Career Connect Marketplace, Workforce Investment Act programs, Trade Adjustment Assistance, and/or Rapid Response process is a plus.

Travel within Region 11 Counties may be required, as well as occasional overnight travel to areas outside Region 11. A valid Indiana driver's license and access to a reliable, insured motor vehicle is required.

CLEC, Inc. reserves the right to conduct a drug screening and background check upon offer of employment.



## **CAREER LEARNING & EMPLOYMENT CENTER (CLEC), INC.**

### **JOB DESCRIPTION**

#### **YOUTH JAG SPECIALIST Workforce Investment Act (WIA) Services Multiple County Locations**

#### **STATEMENT OF FUNCTION**

Provides relevant and challenging classroom and work-based learning experiences for the JAG students. Places graduates in quality jobs (after graduation) which lead to a career in their chosen field or to guide the graduate toward a postsecondary education that fits his/her career goal. Reports to the Career Learning and Employment Center (CLEC), Inc. Workforce Operations Director.

#### **DUTIES AND RESPONSIBILITIES:**

Establishes a positive rapport and working relationship with the school district and building administration, faculty, and staff.

Works closely with the program's in-school advisory committee to identify and select those students that need, want, and can profit from participation in the JAG Program.

Determines eligibility using local requirements, JAG-National requirements, and state/federal regulations that impact the program.

Provides guidance, support, referral, and tutorial services to ensure students stay in high school and complete graduation requirements.

Provides a comprehensive program of classroom, work-based, and community-based activities designed to help students achieve the number of required JAG competencies in the required six (6) clusters: Career Development, Job Survival, Basic Skills, Leadership, Self-Development, and Personal Skills.

Utilizes a student-led organization, the National Career Association, to motivate students' pride of membership (belonging), involvement, and recognition;



encouraging participation in chapter activities for the purposes of reinforcing the JAG competencies and achieving the desired program outcomes.

Advises and assists chapter leaders on conducting Career Association activities, including: Initiation and Installation Ceremony; community-service & civic engagement activities; leadership development activities; social development activities; skills development activities; National Competitive Events Program; fundraising and public relations activities.

Implements an Employer Marketing and Job Development Plan to ensure all students are provided with work-based learning experiences during and after high school, and/or employment in an entry-level job that will lead a graduate toward his/her career goal.

Conducts follow-up contacts with both graduates and employers on a systematic basis, as prescribed in the JAG Specialist Handbook.

Completes all required forms and documents required by JAG, school, and funding resources in a timely fashion. Maintains reports in the National Data Management System and exporting the database to the state organization, as required.

Manages time effectively and prioritizes work to meet required timelines.

All other duties as assigned by Management Staff

## **SALARY & BENEFITS**

Salary: \$27,000 - \$34,000 DOE

CLEC, Inc. offers a full benefits package to include Health, Dental, Vacation, PTO & 401K Retirement Plan.

## **MINIMUM QUALIFICATIONS**

*Education:* Bachelor's degree, Teaching Certificate, or enrolled in an accredited certification program.

Minimum three years of professional working experience required in education, workforce development, and/or human services.



Possession of a valid driver's license and has transportation (with proper insurance) to perform job duties.

Eagerness to contribute as integral part of a team focused on a holistic delivery of excellent teaching.

Excellent classroom management, and ability to use data to drive instruction.

Proficient in the use of technology.

*Skills/Abilities:* Ability to provide positive, outstanding customer service.

Ability to maintain confidentiality.

Ability to interact positively with a variety of personalities and socio-economic populations.

Ability to work in a team environment and provide support to fellow team members is essential.

Problem-solving skills, organizational skills, time management skills, and excellent oral and written communications skills are essential.

Computer keyboarding/typing skills of 30 WPM are required (typing test will be administered). Proficiency in a variety of computer software applications are required including Microsoft Office Suite, email and internet applications.

Knowledge of the Indiana Career Connect Marketplace, Workforce Investment Act programs, Trade Adjustment Assistance, and/or Rapid Response process is a plus.

Travel within Region 11 Counties may be required, as well as occasional overnight travel to areas outside Region 11.

CLEC, Inc. reserves the right to conduct a drug screening and background check upon offer of employment.



**Job Title:** Operations Manager  
**Department:** Region 11  
**Reports To:** Workforce Operations Director

**SUMMARY** With guidance from Workforce Operations Director, oversees day-to-day operations of regional WorkOne centers by performing the following duties.

**DUTIES AND RESPONSIBILITIES** (check mark denotes essential functions)

- ✓ Develops specific goals and plans to prioritize and organize WorkOne office customer flow, team expectations, and accomplishments and ensures needed adjustments are made.
- ✓ Resolves office problems and conflicts as they arise.
- ✓ Ensures implementation and maintenance of all activities and programs offered through WorkOne centers.
- ✓ Maintains extensive knowledge of Workforce Investment Act rules, regulations and services to employers and job seekers, labor market data, regional economies and employer tax incentive programs. Thorough understanding of all programs and services associated with WIA and WorkOne to include execution of such programs.
- ✓ Ensures accountability for the performance and desired outcomes/goals of the One-Stop system.
- ✓ Manages all state and Workforce Board inventory at discretion of Workforce Operations Director.
- ✓ Communicates with the Workforce Operations Director to develop and market WorkOne services.
- ✓ Communicates with partners to discuss and implement continuous improvement of operations.



- ✓ Serves as a WorkOne representative in the local community.
  
- ✓ Manages the TrackOne system to include navigational training, problem-resolution and maintenance of client data.
  
- ✓ Develops and maintains integrated services budgets in conjunction with Workforce Operations Director.
  
- ✓ Develops and delivers presentations as needed.
  
- ✓ Serves as Power User for Indiana Career Connect.

Attends and participates at management and marketing committee meetings.

Assists with management of the office as needed.

Authorizes timesheets and invoices for payment in the absence of the Workforce Operations Director.

Performs other duties as assigned by the Workforce Operations Director or COO.

### **SUPERVISORY RESPONSIBILITIES**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; evaluating/appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Provides direct supervision/management to the Center Managers and/or Youth Directors, Business Services Managers, Welcome Team Staff, and Skills/Employment/Business Staff.





**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION, EXPERIENCE and SKILLS**

Bachelor's degree from a four-year college or university and/or ten (10) years of related experience preferably in the government or nonprofit sector as Operations Manager, State Manager or equivalent level job title. Combination of education and experience may be considered on a case-by-case basis. Excellent communication, public-speaking, presentation, problem-solving, organizational, time-management, supervisory, interpersonal and project management skills required.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**COMPUTER and/or OFFICE EQUIPMENT SKILLS**

Ability to utilize MS Word, Excel, Outlook, and/or related software to proficiently complete office-related tasks such as narrative reports, numerical spreadsheets and email communication. Ability to operate standard office equipment including keyboards/laptops, PDA and/or telephones and copiers.



### **CERTIFICATES, LICENSES, REGISTRATIONS**

None Required

### **PHYSICAL DEMANDS**

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. While performing the duties of this job, the employee is regularly required to sit, talk or hear. The employee frequently is required to handle, or feel and reach. The employee is occasionally required to travel from one location to another.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.