

## **JOB DESCRIPTION**

### **Resources and Support Coordinator**

#### Organizational Development

- Member of Local Leadership Team responsible for development and implementation of statewide Workforce Development Integration for the NCWorks Office-Asheville.
- Collaborate with Local Leadership Team members to develop integrated system structure, team functions, team member job descriptions, customer flow chart and accessing services through teams.
- Develop and provide cross-training to Workforce Innovation and Opportunity Act and Wagner-Peyser staff on NCWorks, the state-wide virtual one-stop system.
- Develop and provide cross-training on online applications, job search via social media and computer basics to effectively assist staff members and job seekers.
- Set up computer resource areas and testing center according to Integrated Services Plan.

#### Technical Support

- Serve as administrator for computer resource areas and testing center.
- Troubleshoot and resolve problems with staff laptop and desktop, and public lab computers, coordinating with Division of Workforce Solutions IT staff in software and hardware installation and upgrades, maintenance and repairs, ordering of new equipment and inventory.

#### Training

- Provide ongoing training of staff and job seekers on NCWorks system.
- Train staff on use of new computers and software.
- Develop and lead regional workshops on NCWorks.
- Develop and lead NCWorks Office-Asheville workshops on career development topics such as Mastering Online Applications and LinkedIn.
- Basic computer training for job seekers in Microsoft Office programs, as well as improving typing and data entry skills.

#### Communications and Marketing

- Maintain websites for Mountain Area Workforce Development Board and NCWorks Office-Asheville.
- Develop and maintain Facebook page for NCWorks Office-Asheville.
- Manage a Constant Contact distribution list of over 5,000 job seekers to relay information regarding job openings, special events, workshops and job fairs.
- Prepare for and represent NCWorks Office-Asheville at job fairs and networking events in the community.
- Create presentations, flyers and brochures that give information about the variety of services (Product Box) available and about scheduled events for the NCWorks Office-Asheville.

#### Development of Virtual Services

- Provide support and administrative oversight for online tutorials CareerReady 101.
- Develop webinars on various career development topics.

#### Skills Development Team

- Update NC Works client profiles when appropriate.
- Discuss various skills development products and services.
- Conduct assessments to assist customers in career decision-making.
- Provide career counseling and assist clients in developing career and skills development action plans.
- Provide labor market information as it relates to career planning, training and employment goals.
- Refer to WIOA Intensive Services and Training Case Managers.
- Provide assistance in accessing “product box” services and training opportunities.
- Make appropriate job referrals.
- Record services, case notes, activities, accomplishments and outcomes in the NC Works Online case management system using appropriate templates and codes.

#### Employment Team

- Read NC Works case notes to ascertain services previously received.
- Review job seeker’s NC Works profile and complete or update as needed.
- Assess needs, qualifications and barriers to employment.
- Review and explain job seeker services as needed or appropriate.
- Recommend next steps and/or schedule next services from the “product box” menu of services.
- Make appropriate job referrals.
- Provide general labor market information
- Document next steps and services completed by the job seeker in case notes and activities.

#### Business Services Team

- Identify sources for potential new employer customers.
- Provide information and guidance to employers on how to use the various resources in NC Works.
- Assist in the development of promotional and informational materials and tools for employers.
- Track and document employer services in NC Works and other databases.
- Provide Labor Market and other related information to employers.
- Assist employers with job order entry, candidate searches and on-site recruiting efforts.
- Act as resource for Workforce Office team members regarding employer information.

#### Welcome Team

- Welcomes customers to local NCWorks Office.
- Perform basic co-enrollment in Wagner-Peyser and WIA Core services via NCWorks.
- Conduct initial assessment to be used as a starting point for continuous engagement.
- Introduce NCWorks and services available in the “product box”.
- Make appropriate job referrals.
- Recommend next service steps and schedule services when possible.

#### Resource Center Representative

- Assist customers with enrollment in NCWorks Online.
- Encourage customers to become familiar with the services that are available at the local NCWorks Office, through the center’s partner agencies and through online/virtual resources.

- Introduce customers to printed materials that give information about the variety of services available and about scheduled events for NCWorks Online registrants.
- Assist customers with preparation of resumes and cover letters, completion of online applications and set up of email accounts.

WorkKeys Administrator

- Proctor and score WorkKeys/Career Readiness Certificate Assessments as necessary for customers and local employers.

OPAC Administrator

- Conduct OPAC office, clerical and software skills testing for local employers to evaluate potential employment applicants.

**JOB QUALIFICATIONS/REQUIREMENTS**

- Bachelor's degree in Social Sciences, Human Resources, Education or Business with excellent computer skills and knowledge of computer networking, website maintenance, numerous business-related software applications and tutorials.
- A minimum of one year of experience with Workforce Innovation and Opportunity Act, Wagner-Peyser, Unemployment Insurance, REA, Veterans, Employer Services, Trade Act Services and/or other related employment and training programs.
- Must possess good written and oral communication skills, good interpersonal skills, and good analytical skills.
- Must demonstrate an awareness of and sensitivity to the various cultural and socioeconomic characteristics of the clients and staff members.

**KNOWLEDGE, SKILLS AND ABILITIES/COMPETENCIES**

- Communication skills needed to answer inquiries about processes, services, operations over telephone and to prepare concise and factual written reports.
- Analytical skills to recognize, define and resolve non-standard problems using operating procedures, practices and established precedents.
- Interviewing skills needed to analyze, interpret and evaluate information and conflicting opinions.
- Reasoning skills to apply the provisions of the applicable laws, rules, regulations and procedures to specific areas.