



STATE OF OREGON
POSITION DESCRIPTION

Position Revised Date:

This position is:

- X Classified
Unclassified
Executive Service
Mgmt. Svc – Supervisory
Mgmt. Svc – Managerial
Mgmt. Svc - Confidential

Agency: Oregon Employment Department

Facility: Medford WorkSource Office 410

New X Revised

SECTION 1. POSITION INFORMATION

a. Classification Title: Business & Employment Specialist 2
b. Classification No: C6699
c. Working Title: Career Coach
d. PPDB No/WD ID: 0000266
e. Section Title: 410
f. Agency No: 47100
g. Employee Name:
h. Budget Auth No: 1379831
i. Supervisor Name: Cindy Manning
j. Repr. Code: OAH
k. Work Location (City – County): Medford, Jackson County

I. Position: X Permanent Seasonal Limited Duration Academic Year
X Full-Time Part-Time Intermittent Job Share

m. FLSA: Exempt Non-Exempt
If Exempt: Executive/Supervisory Administrative Professional Computer
n. Eligible for Overtime: X Yes No

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size, and scope. Include relationship to agency mission.

The Employment Department is a large state agency with a mission to Support Business and Promote Employment. We accomplish this by accurately administering the unemployment insurance (UI) program for Oregon workers and business (Unemployment Insurance and Contributions and Recovery divisions); recruiting and referring applicants to job openings and assisting job seekers in their employment searches (Workforce Operations division); developing and distributing workforce and economic information (Workforce and Economic Research); administering a paid family and medical leave insurance program for Oregon workers and businesses (Paid Leave Oregon and Contributions and Recovery divisions); and providing administrative services to the Office of Administrative Hearings, which adjudicates citizen and business disputes with agencies.

The Oregon Employment Department fosters fairness, equity, and inclusion to maintain a workplace environment where everyone is treated with respect and dignity regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, marital status, age, veteran status, disability, or status as a victim of domestic violence, harassment, sexual assault, or stalking. This policy applies to every aspect of our employment practices, including recruitment, hiring, retention, promotion, and training. The goal of the Oregon Employment Department is to become an employer of choice for individuals of all backgrounds and promote an inclusive workplace culture that encourages diversity and allows employees to excel.

This position exists within the Workforce Operations Division of the Employment Department. Workforce Operations staff provide guidance and support to WorkSource Oregon Centers as well as oversee federal programs. Workforce Operations has functional authority over and responsibility for Title III (Wagner-Peyser Act) of the Workforce Innovation and Opportunity Act (WIOA). Workforce Operations staff focus on building relationships, coordinating efforts, and aligning service delivery with other workforce partners in an effort to assist businesses to recruit the best qualified applicants and provide resources to job seekers in support of their employment needs.

b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:

From our WorkSource Oregon (WSO) center, provide services to Oregonians by conducting guidance and training on work search and developing the skills of individuals to assist them in becoming marketable to employers. Provide comprehensive career and training services to customers who may be co-enrolled in ABAWD, STEP, WIOA, TAA and other programs. Assist customers with career exploration, training options and training requests. Work includes case management, entering services and outcomes, making quality tracking notes and using more than one data tracking system (i.e. iMatchSkills, eBridge and iTrac). Provide services to employers seeking qualified and skilled workers. Participate in new and innovative program changes as we explore blending and braiding services to provide wrap-around services to customers. B&ES 2 will work within an environment where they will need to charge different grants based on the customers they are supporting.

The B&ES 2 staff engage, inform, and assist the emerging, current and transitioning workforce, with an emphasis on serving “target populations” such as Veterans, People with Disabilities, Migrant Seasonal Farm Workers, participants that received training, and clients receiving public assistance. The program works to grow robust economies by supporting innovative local workforce delivery systems focused on economic development objectives.

B&ES 2 partners include regional and local training providers (Workforce Innovations and Opportunity Act “WIOA”), the Oregon Workforce Investment Board, local workforce Investment Boards, the Department of Community Colleges and Workforce Development, the Department of Human Services, local economic development organizations, the seventeen Oregon Community colleges, Experience Works and others. One-Stop Center partners support a comprehensive system that seamlessly provides services that are accessible to all job seekers, workers, and businesses.

The Oregon Employment Department strives to create an inclusive environment that welcomes and values the diversity of the people it serves. The Department fosters fairness, equity and inclusion to create a workplace environment where everyone is treated with respect and dignity.

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

% of Time	N/R/NC	E/NE	DUTIES
-----------	--------	------	--------

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

35%	NC	E	EXPLORATORY SERVICE DUTIES
			Provide registration information for customers; review, assist with, or conduct basic registration; gather necessary information to determine customer needs. Determine and document the next steps. Communicate the next steps to customers and schedule appropriate services.
			Provide a customized one-on-one conversation to customers needing to register with the labor exchange system, or interested in pursuing Exploratory, Career or Training Services.
			Interview a high volume of job seekers and collect detailed occupational information about previous jobs. Determine job seeker's transferable skills, interests, and employment goals. Identify barriers to successful job search and explore possible solutions to remove the barriers. Evaluate job seeker's referral requests, training needs and work credentials.
			Greet and query/probe customers about their reason for coming into the center.
			Inform customers of the available services, propose options, and guide customers towards appropriate services.
			Coordinate and communicate with Unemployment Insurance (UI) program staff to ensure correct information is provided to claimant customers. Advise claimants of potential eligibility problems/issues to their claim. Record refusal of job referrals and report potential issues to UI as appropriate.
			Keep public areas clean and organized, including updated Labor Market Information and other workforce-related materials in public self-service areas.
			Provide progressive assessments for customers as-needed to inform provision of services on an ongoing basis to other WSO staff.
35%	NC	E	CAREER SERVICE DUTIES
			Conduct assessments of skill levels, aptitudes, abilities, skills gaps, career interests, employment barriers, and supportive service needs to form a diagnostic evaluation of the customer's situation in order to provide appropriate services.
			Assess customer intent to work/motivation, work history, employer-required licenses, credentials, hard skills and essential skills/soft skills.
			Validate skills using the approved process to verify the customer is qualified for a job referral based on employer requirements prior to referral so that the most qualified candidates are referred to the employer.
			Align career planning efforts with Labor Market Information and local sector strategies to help the customer make informed decisions related to their career planning activities.
			Teach customers the job search process so they have current information on how to search for employment using multiple websites as resources.
			Assist with application processes, documentation, and effective interviewing techniques.
			Gain and maintain familiarity with local employment needs in order to provide relevant job search support and assistance to jobseekers.
			Provide progressive assessments for customers as-needed to inform provision of services on an ongoing basis.
			Understand the local talent pool available for referrals and manage the "pool" of available work-ready jobseekers prioritizing based on business needs and investment strategies outlined in the local plan.
25%	NC	E	TRAINING SERVICE DUTIES
			Conduct staff-assisted talent development workshops to teach essential skills for work readiness. Workshops may be in-person or virtual.

			Assist jobseekers with accessing online skill development tools and in-person training.
			Engage as needed in monitoring and testing to measure customer progress.
			Refer customers to attend talent development or soft skills workshops and activities so they are the materials and skills to be successful in job preparation and employment retention.
			Develop Individual Employment Plans and Opportunity Plans with customers accessing Training Services. Co-enroll customers in other programs to provide wrap-around support. Coordinate services with community partners with appropriate.
			Provide case management support using iMatchSkills, i-Trac and eBridge systems to enter, maintain and follow customer progress, goals, training completion and outcomes. Enter quality tracking notes to clearly outline activities and customer progress. Enter the customer goals, outcomes and skills gains.
			Make work-based opportunities available to customers in accordance with local area plans and investment strategies.
			Pursue OJT opportunities with employers and make appropriate OJT-related referrals to work-ready job seekers.
			Research opportunities and develop relationships with local apprenticeship programs and training centers to make the apprenticeship training model available to customers.
			Provide services to employers including posting vacant positions in the local labor exchange system via automated mechanisms, self-service features, or staff-assisted services.
			Maintain current knowledge of and be responsive to local business and workforce needs, understand how these align with local sector strategies, and follow protocols to access recruitment processes and other services in order to meet the stated workforce needs of business.
			Develop positive working relationships with businesses to meet their needs for recruitment, selection, and referrals of job seekers for job listings.
			Notify qualified jobseekers of available job openings. Contact businesses to facilitate the delivery of services by WorkSource Oregon providers.
			Collaborate with partner agencies to assist the businesses in receiving appropriate training/assessment support.
			Offer comprehensive business services through WorkSource Oregon centers that are aligned with local sector strategies and investment priorities.
			Maintain up-to-date knowledge of and actively promote employment incentives (Work Opportunity Tax Credit "WOTC", On-The-Job-Training "OJT", Work Experience, Internships) to businesses in order for them to make informed hiring decisions.
			Represent WorkSource Office at workforce partner, economic development, or employer planning meetings. Make presentations to community, business, and partner groups.
			Coordinate and assist with the planning and implementation of job fairs.
5%	NC	E	Perform other duties within classification as requested to ensure seamless customer service delivery.
100%			

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Requires prolonged sitting or standing, frequently at a reception desk and/or workstation. May assist customers in the resource room by walking around and guiding them through websites which can require bending and stooping over for extended periods.

Frequent use of common office technology, including phones, computers, printers, copy machines, shredders, etc. Office may be fast paced, sometimes noisy environment that requires the ability to work with multiple distractions and interruptions. Receive and direct people or telephone callers who may be irate and/or verbally abusive. Work generally occurs between 8 am to 5 pm, Monday through Friday. May require statewide travel occasionally for training or other service delivery purposes.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures.

Federal and state laws, rules, regulations, and policies about the Unemployment Insurance and Employment Services programs. Employment Department Staff are expected to be knowledgeable about federal and state workforce programs, rules and regulations, and have the ability to apply the requirements of the programs, rules, and regulations according to their position requirements. Examples of regulations include but are not limited to:

- Workforce Innovation & Opportunity Act (WIOA)
- Supplemental Nutrition Assistance Program & SNAP Employment & Training Program
- Methods of Administration for Equal Opportunity and Non-Discriptionation
- Oregon Revised Statues and Administrative Rules
- Employment Services Manual
- Employee Toolkit
- Unemployment Insurance Manual
- Confidentiality Handbook
- WorkSource Oregon Operational Standards

b. How are these guidelines used?

The reference materials contain guidelines used by the employee to do the functions of this position.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Who Contacted	How	Purpose	How Often?
<i>Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".</i>			
Job Seekers	In person, email, telephone, mail, and Emitrr group text.	To explain program criteria, understand customer work search efforts and gain further information, answer questions and provide job information. To provide career and training services, enter accurate information in program systems.	Continually throughout the day.
Businesses	In person, email, telephone, mail, and Emitrr group text.	To write job listings, follow-up on open positions, exchange information.	Continually throughout the day
Claimants	In person, email, telephone, mail, and Emitrr group text.	To explain eligibility and program requirements, rights and	Continually throughout the day

		responsibilities, gain further information and answer questions	
Central Office	In person, email, telephone, mail, Emitrr group text, and Teams.	To get clarification of program requirements or request technical assistance.	Periodically as needed
Community Partner, Workforce Board	In person, email, telephone, mail, Emitrr group text, and Teams.	To arrange for needed services and coordinate ongoing services to receive guidance on programs.	Daily
Supervisors	In person, email, telephone, mail, Emitrr group text, and Teams.	To get advice or guidance on particular questions, to clarify instructions. Coaching opportunities.	Daily
State Agencies	In person, email, telephone, mail, Emitrr group text, and Teams.	To submit required reports, to get clarification of program requirements, to refer problems.	Quarterly or more frequently as needed

SECTION 7. POSITION RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions.

Decide if the customer needs community services or special program referrals. Decide if the job seeker meets the job requirements, decide if the job seeker or claimant needs services to remove employment barriers. Decide on the services needed by the customer in consultation with the customer. Decide if there is a need for additional paperwork or information. Decide which services or resources best meet the job seekers' needs. Decide what services would best meet the businesses' needs. Decide which Workforce Partners to refer job seekers or businesses to for further assistance. The direct effect of these decisions will determine the level of customer service and satisfaction with those services that both job seekers and employers receive. Will also determine whether these customers continue to use our services in the future. May evaluate service delivery and make recommendations for improvement.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Classification Title	Position Number	How	How Often	Purpose of Review
Employment Services Supervisor 1	000000063145	Reviews work and progress	Regularly. Also conducts quarterly performance review with employee to discuss with employee how well performance standards and goals have been met.	To ensure completeness, accuracy, and adherence to department policy and procedures and federal and state laws, rules and regulations.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 9. OVERSIGHT FUNCTIONS THIS SECTION IS FOR SUPERVISORY POSITIONS ONLY

- a. How many employees are directly supervised by this position? 0
 How many employees are supervised through a subordinate supervisor? 0

b. Which of the following activities does this position do?

- | | |
|--|---|
| <input type="checkbox"/> Plan work | <input type="checkbox"/> Coordinates schedules |
| <input type="checkbox"/> Assigns work | <input type="checkbox"/> Hires and discharges |
| <input type="checkbox"/> Approves work | <input type="checkbox"/> Recommends hiring |
| <input type="checkbox"/> Responds to grievances | <input type="checkbox"/> Gives input for performance evaluations |
| <input type="checkbox"/> Disciplines and rewards | <input type="checkbox"/> Prepares & signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification:

- a. Demonstrate a thorough knowledge and understanding of the Employment Department and WorkSource Office Services.
- b. Communicate professionally and appropriately with customers, partners, and co-workers verbally and in writing. Know and understand the cultural diversity dynamics that exist within the service delivery area and adjust service delivery as needed to meet the needs of the population served.
- c. Organize personal workload to be responsive to team members in meeting customer needs and production goals. Take personal responsibility for meeting the goals within the agency standards.
- d. Maintain objectivity when dealing with businesses, job seekers, and claimants. Effectively handle customers who are emotional, uncooperative, hostile, abusive, threatening, mentally unstable or under the influence of a controlled substance. Know and understand the Department and office customer complaint process. Comply with agency confidentiality rules, laws and policies and uploads the public trust relating to program administration and confidentiality.
- e. May evaluate service delivery and make recommendations for improvement. May provide leadership in meeting program goals. May monitor processes, procedures, delivery and results for compliance with the outcomes or goals.
- f. May be required to assist other field office staff to balance workload of to do special projects as assigned by supervisor.
- g. Maintain regular and punctual attendance. Accept constructive feedback with open cooperative, positive, team-oriented attitude.
- h. Use professional phone techniques, effective interview skills and excellent customer service skills in every customer contact.
- i. Be able to work independently and achieve desired outcomes without supervision.
- j. Other: This position requires successfully passing a criminal records check, which may require a fingerprint-based records check, as a condition of employment.

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Operating Area	Biennial Amount (\$00000.00)	Fund Type

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee Signature

Date

Supervisor Signature

Date

Appointing Authority Signature

Date