

Northwest Michigan Works!

Job Title: Career Services Specialist

Department: Training and Development

FLSA Status: Exempt

Position Summary

The Career Services Specialist provides guidance and support to individuals seeking career assessments, career planning, and job search strategies. This full-time role involves direct customer contact and works collaboratively with Northwest Michigan Works! staff to deliver a comprehensive range of career services.

Supervision Received

- Reports directly to the Northwest Michigan Works! Regional Director of Training and Development.
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Key Responsibilities

Customer Engagement & Support

- Greet and Assist Customers: Welcome all customers in a timely and friendly manner.
- Membership Registration: Issue Michigan Works! Membership cards and help customers complete their registration.
- Initial Triage: Identify customer needs and recommend appropriate services.
- Provide Service Information: Explain the available services and assist customers in accessing relevant resources.

Career Guidance & Job Search Support

- Technology Assistance: Support customers in using computer equipment, Internet-based systems, and completing online forms.
- Profile & Job Search Assistance: Guide customers in completing Pure Michigan Talent Connect profiles and job searches.
- Job Application Support: Assist customers in creating résumés, cover letters, and other job search-related documents.
- Career Counseling: Help customers identify appropriate job opportunities by evaluating their work history, education, and training background.
- Labor Market Insights: Provide information on local in-demand job markets and employer expectations.

Workshops & Referrals

- Develop & Facilitate Workshops: Organize and deliver workshops on career development and job search skills.
- Data Entry: Record services provided to customers through accurate data entry.
- Referral Services: Refer customers to additional Northwest Michigan Works! programs and community agencies for further support.
- Unemployment Insurance Support: Assist customers in completing the Unemployment Insurance work test and submitting necessary paperwork.

Administrative & Program Support

- Case Management: Manage cases of individuals receiving training benefits from Northwest Michigan Works!
- Customer Service Excellence: Uphold high customer service standards in all interactions.
- Clerical Duties: Answer phones, sort mail, and perform other administrative tasks as needed.
- Volunteer Training: Support and train community service volunteers.

Program Support

- Support Program Participation: Provide assistance with programs such as WIOA and PATH.
 - Additional Duties: Perform other duties as assigned to ensure effective service delivery.
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Required Qualifications, Skills, & Abilities

- Education: Associate's Degree or equivalent experience (preferred).
 - Experience: Background in education, human services, or related fields.
 - Interpersonal Skills: Strong ability to develop effective partnerships and collaborative relationships.
 - Leadership Skills: Ability to lead, coach, and mentor customers in a positive manner.
 - Communication: Excellent oral and written communication skills.
 - Customer Service: High level of customer service and interpersonal skills.
 - Technical Proficiency: Competent in Microsoft Office, Google Workspace, and other business software.
 - Labor Market Knowledge: Understanding of the local labor market and public and private sector employment practices.
 - Public Speaking: Preferred experience in public speaking.
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Physical Demands

- Typical Requirements:
 - Regularly required to talk or hear.
 - Frequently required to stand, walk, sit, and perform tasks that involve handling or reaching.
 - Occasionally required to climb, balance, stoop, kneel, crouch, or crawl.
 - Vision: Requires close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
 - Reasonable Accommodations: Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
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Work Environment

- Location: Professional office environment.
 - Office Equipment: The role involves using standard office equipment such as computers, phones, photocopiers, filing cabinets, and scanners.
 - Noise Level: Typically low to moderate.
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Travel

- Local Travel: Primarily during business hours.
 - Overnight Travel: Occasional travel may be required.
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Additional Information

This job description reflects the current requirements of the position. As duties evolve, the job description will be reviewed and amended as necessary. By signing below, the employee acknowledges their understanding of the job's responsibilities and requirements.

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Employee Acknowledgment

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____