

**Northwest Michigan Works!****Job Title:** Employment Services Specialist**Department:** Training and Development**FLSA Status:** Exempt

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**Position Summary**

The Northwest Michigan Works! Employment Services Specialist supports individuals in their career development journey by providing guidance on career assessment, career planning, and job search strategies. This position is integral to connecting job seekers with necessary resources and services to navigate the job market successfully.

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**Supervision Received**

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

The following are the essential duties and functions for this role. Additional tasks may be assigned as needed:

**Customer Interaction and Support:**

- **Greet and Assist Customers:**
  - Welcome customers warmly and promptly upon arrival at the service center.
  - Issue Michigan Works! membership cards and assist with the registration process.
- **Assess Customer Needs:**
  - Perform an informal triage to determine customer needs and recommend appropriate resources or services.
  - Explain available services and resources clearly.
- **Provide Technology Support:**
  - Guide customers in using computers, software, and internet-based platforms, including Pure Michigan Talent Connect.
  - Help customers complete online profiles, job searches, and applications.

**Job Search Assistance and Career Development:**

- **Resume and Document Assistance:**
  - Assist customers with creating resumes, cover letters, and other job search documents.
- **Evaluate Job Fit:**
  - Review customers' work, education, and training background to help identify suitable employment opportunities.
- **Market Insights:**
  - Provide guidance on the local job market, in-demand positions, and employer expectations.

**Workshops and Training:**

- **Facilitate Workshops:**
  - Develop and deliver workshops on job search skills, career planning, and employment readiness.
- **Record Services:**

- Accurately document services provided to customers, ensuring data entry is up-to-date.

### **Referral and Case Management:**

- Referral to Services:
  - Refer customers to additional Northwest Michigan Works! services or external community resources when appropriate.
- Case Management:
  - Manage the cases of individuals receiving training benefits and assist them with necessary documentation, such as Unemployment Insurance work tests.

### **Communication and Team Collaboration:**

- Provide Excellent Customer Service:
  - Consistently demonstrate professionalism, responsiveness, and customer care.
- Collaborate with Team:
  - Work closely with colleagues to enhance the delivery of services and meet organizational goals.
- Manage Communication:
  - Answer phone inquiries, direct calls, and manage incoming mail.

### **Additional Responsibilities:**

- Volunteer Training:
    - Train and supervise community service volunteers, ensuring proper understanding of roles and responsibilities.
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## **Qualifications**

### **Education and Experience:**

- Preferred: Associate's degree or equivalent experience in a related field.
- Experience: Previous work in education, human services, or a related field is a plus.

### **Skills and Abilities:**

- Collaborative Skills: Ability to build effective partnerships and work cooperatively with diverse individuals and organizations.
- Leadership and Mentoring: Strong skills in coaching, mentoring, and motivating customers.
- Communication: Excellent verbal and written communication skills, with the ability to explain complex information clearly.
- Interpersonal Skills: Demonstrated ability to establish positive relationships and maintain a customer-first approach.
- Teamwork: Ability to work effectively in a team environment to achieve shared goals.
- Technology Proficiency: Proficient in Microsoft Office Suite, Google Workspace, and other relevant software applications.
- Labor Market Knowledge: Understanding of the local job market and employment trends.

### **Other Requirements:**

- **Driver's License:** Must have a valid driver's license with the ability to drive agency vehicles and maintain an insurable driving record.
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## **Physical Demands**

The physical demands listed below are representative of those required to perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Regularly required to talk or hear.
  - Frequently required to stand, walk, sit, use hands to handle or feel, and reach with hands and arms.
  - Able to lift up to 20 pounds.
  - Occasionally required to climb, balance, stoop, kneel, crouch, or crawl.
  - Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
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### **Work Environment**

This role operates in a standard office environment. The office typically uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. The noise level is moderate.

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### **Travel Requirements**

Travel is primarily local during business hours; however, some overnight travel may be required.

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### **Additional Information**

This job description reflects the current requirements of the position. As duties and responsibilities evolve, the job description may be updated. The employee's signature acknowledges understanding of the role's requirements.

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**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_