

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

WORKFORCE ADVISOR

DEFINITION

Performs work involving employment interviewing, job placement and determination of eligibility for Workforce Development Center programs (e.g., unemployment insurance, training programs, social security administration benefits, etc.), career/employment planning and promotional outreach functions related to Workforce Development Center activities; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Conducts in-depth interviews to determine customer qualifications and classifications for job referral services, unemployment insurance benefit services, or the need for special services such as testing, counseling, and training and enters information obtained to the appropriate data base.

Determines claimant eligibility in disputed unemployment insurance cases where separation issues are involved in order to adjudicate the claim by examining employer and claimant statements and obtaining additional information and facts.

Writes job orders from employers in order to record an accurate description of required job duties, wages, working hours, and other pertinent referral information by phone or in person; selects appropriate occupational and industrial codes from classification manuals to ensure proper job order classification and verifies results of job referrals by contacting employers by mail and phone.

Analyzes employer job orders to obtain occupational data necessary for selection and referral of qualified workers by using job analysis techniques such as verbally soliciting information on actual content and description of job duties and the skills and abilities needed for job performance.

Selects the most qualified applicants and refers to employer for possible job placement purposes in order to provide a positive and/or definite service for both the employer and the applicant by electronically file searching and then comparing applicant qualifications with employer job order requirements.

Obtains, reviews, and analyzes information from customers and other available sources to determine availability for work, refusal of work, and suitability of work issues to make a determination on eligibility or continued eligibility for benefits.

Takes statements from customers in person or over the telephone and submits the information to administrative units so that benefit amounts can be recomputed.

Uses labor market information to enable customers to make informed choices regarding occupations, training, relocation, allocation of resources and other workforce issues.

Provides job search, job seeking and job keeping skills training in individual and group settings, such as job club, job search assistance, and re-employment services.

Obtains and evaluates comprehensive information about a beneficiary with a disability including background, disability, education, work experience, earnings record, available resources, health benefits, work expenses, work incentives, services and support.

Provides customized consultation and technical assistance designed to aid beneficiaries in the utilization of Social Security Work Incentives and the development of Plans for Achieving Self-Support (PASS Plans), Impairment Related Work Expenses (IRWE's) and Subsidies.

Informs and provides technical assistance on the regulatory requirements to customers of special programs within the local Workforce Development Center such as Worker Opportunity Tax Credit, Alien Certification, Federal Bonding, Trade Adjustment Act, Trade Readjustment Act, and North American Free Trade Act.

COMPETENCIES REQUIRED

Knowledge of interviewing skills and techniques.

Knowledge of basic counseling skills and techniques.

Knowledge of the social, economic, and labor market conditions as they relate to Workforce Development Center programs.

Knowledge of Workforce Development Center Services policies, procedures, and state and federal regulations.

Knowledge of administrative law and court decisions as related to unemployment insurance.

Knowledge of basic math to include addition, subtraction, multiplication and division.

Knowledge of current trends in workforce development, such as vocational/educational training, labor market information, occupational, and economic trends.

Knowledge of community resources which exist to provide workforce related services.

Ability to exercise control over contested fact finding case hearings to ensure that relevant facts, information, and evidence are presented.

Ability to read, comprehend and apply technical instructions relating to Workforce Development Center office procedures and various laws and policies.

Ability to read, comprehend and apply information to the Workforce Development Center regarding the Workforce Investment Act (WIA), educational loan and grant administration, and public assistance eligibility.

Ability to exercise tact, patience, and discretion in communicating and dealing with persons with a variety of ethnic, social, or educational backgrounds.

Ability to successfully conduct processing and/or training activities in a group setting.

Ability to gather, analyze and interpret Workforce Development Center related information objectively, and draw sound conclusions.

Ability to code, record, and evaluate a variety of Workforce Development Center information and prepare reports.

Ability to apply the use of technical interviewing tools such as Dictionary of Occupational Titles, Standard Industrial Classifications, CHOICES Career Transitions, and General Aptitude Test Battery.

Ability to operate a keyboard for a personal computer or host connected mainframe terminal.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four-year college or university;

OR

an equivalent combination of education and experience substituting one year of full time public contact work obtaining, analyzing and evaluating data such as job/claims interviewing, testing, referral and/or placement, sales representative, credit investigation, or related public contact work dealing with job applicants and employers in a variety of supportive clerical and outreach functions for one year of the required education with a maximum substitution of four years;

OR

employees with current continuous experience in the state executive branch that includes experience equal to twelve months of full-time work as a Workforce Associate.

NOTE:

Travel may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

Effective Date: 06/12 CH