

## EMPLOYMENT TECHNICIAN

**PURPOSE:** In compliance with government regulations and grant performance standards, plan, develop and implement programs to assist clients in becoming self-sufficient by teaching them job search and job retention skills and guiding them through the job search process.

### FUNCTIONAL AREAS:

1. Formulate and implement employment programs.
  - A. Develop the format and curriculum for presentations and workshops that teach clients methods to obtain work.
  - B. Conduct group orientation sessions to explain programs and services available.
  - C. Instruct clients in job search and job retention strategies.
  - \* D. Inform clients of and make referrals to other appropriate community resources.
  - \* E. Recruit, enroll, and evaluate clients' performance in job placement programs.
  - \* F. Determine the need for and authorize support services within established guidelines.
  - \* G. Analyze employment trends in order to advise clients in their job search.
  - H. Develop and update resource materials for use by clients.
2. Determine program eligibility, develop employability plans, and manage a case load.
  - \* A. Interview applicants to determine program eligibility.
  - \* B. Refer ineligible applicants to other community resources.
  - C. Assess clients' employability through testing and other means to evaluate interests, aptitudes, abilities and barriers to employment.
  - \* D. Develop with clients employment action plans based on evaluation and testing results.
  - \* E. Advise and refer clients to additional resources when appropriate.
  - \* F. Counsel and guide clients towards successful implementation of their employment plans.
  - \* G. Evaluate clients' progress, apply sanctions for noncompliance, and confront clients when necessary.
  - \* H. Create and maintain confidential records and files.
3. Formulate and implement job development programs.
  - A. Serve as liaison to private industry to solicit and fill job openings.
  - B. Write employment contracts.
  - C. Present information regarding programs to community and business groups.
  - \* D. Act as job coach and job mentor.
4. Perform related tasks.
  - \* A. Prepare required reports.
  - B. Develop and conduct employer and client surveys.
  - \* C. Correspond and collaborate with other agencies providing client services.
  - \* D. Access and record client and community resource information using computers to input and retrieve information.

- E. Serve as a member of committees and interdisciplinary teams as required.
- F. Transport clients using office van, when necessary.
- G. Perform related duties as assigned.

## **JOB REQUIREMENTS**

### Education & Experience Requirements

- ◆ A. Possession of a college degree in a human service/human resource or management-based field (such as vocational rehabilitation, public administration, human resource management, sociology, or psychology) plus one (1) year of experience in job placement, career counseling, or a related field.

### Knowledge Requirements

- ◆ A. Knowledge of individual and group counseling techniques used in assessment, career and short-term personal counseling, and crisis intervention.
- ◆ B. Knowledge of problem-solving and conflict resolution techniques.
- ◆ C. Knowledge of job training programs and the laws and regulations governing them.
- ◆ D. Knowledge of available community programs and resources for employment, financial, social and personal services.
- ◆ E. Knowledge of local, regional, and national labor market trends.
- ◆ F. Knowledge of effective job search and job retention strategies.

### Skill Requirements

- ◆ A. Skill in interviewing to obtain financial and personal information to determine eligibility and to assess employment needs, aptitudes, and goals.
- ◆ B. Skill in analyzing and organizing information to develop, evaluate, and improve programs and to develop, monitor, and revise employability plans.
- ◆ C. Skill in performing arithmetic and algebraic calculations involving fractions, decimals, percentages, ratios, and descriptive statistics.
  
- ◆ D. Skill in writing reports from raw data and information.
- ◆ E. Skill in communicating effectively on a one-to-one basis and before large and small groups.
- ◆ F. Skill in conflict management.

### Ability Requirements

- ◆ A. Ability to prepare effective reports and presentations.
- ◆ B. Ability to administer applicable career development tests and to interpret and apply assessment data to career development goals.
- ◆ C. Ability to motivate, encourage, and confront clients.
- ◆ D. Ability to investigate and resolve complaints of clients and employers.
- ◆ E. Ability to read, understand, interpret and properly apply complex guidelines, regulations, and policies.
- ◆ F. Ability to use computer-based career information systems and computer applications including word processing, data base management, and spreadsheets.

- ◆ G. Ability to work with confidential data in compliance with federal regulations.
- ◆ H. Ability to work under pressure of time and conflicting demands.
- ◆ I. Ability to work effectively as a member of a self-managed team, including decision-making regarding operations.
- ◆ J. Ability to develop and maintain effective and cooperative working relationships with co-workers, businesses, agencies, and the general public, including people of varied social and economic backgrounds.
- ◆ K. Ability to obtain a regular Minnesota driver's license or privilege, if required.
- ◆ N. Ability to maintain regular work attendance.

Physical Requirements

- ◆ A. Ability to transport oneself to, from, and around sites of programs and meetings.
  - ◆ B. Ability to occasionally push, pull, lift to move and carry equipment weighing up to 10 pounds.
- \* Essential functions of the job
- ◆ Job requirements necessary on the first day of employment

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