



Career Services Specialist, Clarksville

Position: Full Time / Regular Non-Exempt

Reports To: Clarksville Office Manager

SUMMARY: The Career Services Specialist assists veteran applicants with career guidance, resume development, interview techniques and best practices for gaining job placement. The employee makes networking connections for veterans conducting career searches and/or matches veterans with jobs available primarily in the Clarksville/Montgomery County area depending on the needs of the veteran client. The employee maintains contacts with businesses, veterans and other educational, training and industry/peer support group organizations to ensure the best possible variety of available jobs and network connections for veterans.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Reviews, interviews and tests veteran applicants to determine skill levels and potential areas for job placement.
2. Conducts or arranges for skill and/or aptitude testing of applicants as applicable.
3. Records information on applicant's skills, abilities, interest test results, and other data pertinent to selection and referral of applicants. Reviews employment applications and evaluates work history, education and training, job skills, compensation needs, other qualifications of applicants. Contacts employers to solicit orders for job vacancies, and records information on forms to describe duties, hiring requirements and related data.
4. Researches databases, job orders and other sources to locate potential jobs for veterans. Refers selected applicants to human resources departments according to the policy of the organization. Informs applicants of job duties and responsibilities, compensation, benefits, work schedules, working conditions, promotional opportunities and other related information.
5. Makes networking connections for veterans conducting career searches. Supports OSDTN engagement team networking events.
6. Refers applicants to vocational counseling as needed. Interviews job applicants to select those meeting employer qualifications.
7. Creates, maintains and updates OSDTN database showing employers who have hired veterans.

8. Maintains all necessary records using automated data processing or other means. Analyzes data and produces all needed reports.
9. Maintains liaison with companies who have or may employ veterans.
10. Provides general employment counseling to veteran applicants who may be disabled, special disabled, displaced, homeless, have recently completed an accredited substance abuse program and others who may have barriers to employment.

General Duties:

1. Adheres to Agency and Department policies and procedures.
2. Participates in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Performs other duties as designated by supervisor or agency.

ATTENDANCE:

Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks; where applicable.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal

- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- External Working Relationships – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.

Organization

- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.

- Flexibility – Capable of responding to and anticipating rapidly changing external and internal demands without diminishment in work performance; Demonstrates professionalism during periods of organizational change.
- Safety and Security – All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Bachelor's degree (B.A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience. Experience in general Human Resources, employee recruiting/retention, and/or job training programs preferred.

LANGUAGE SKILLS:

Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of: Word Processing Software (Word); Electronic Mail Software (Outlook); and Presentation software (PowerPoint).

CERTIFICATES, LICENSES, REGISTRATIONS:

- Possess valid, current Tennessee driver's license.

OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:

- Veteran Preferred.
- Familiar with the job market of Middle Tennessee.
- Managing direct reports to include writing performance evaluations.
- Familiar with homeless issues and associated perceived barriers to employment.
- Comprehensive knowledge of regional veteran services and resources.
- Excellent multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Ability to motivate clients toward success.
- Compassionate, energetic and team focused.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 10 pounds.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

As of Jan 2020