

**EMPLOYMENT DEVELOPMENT SPECIALIST**

**DEFINITION:** Under general supervision, performs duties of moderate difficulty in planning, organizing and coordinating employment services and training activities; secures employment opportunities for the Nation's economically disadvantaged and hard to serve program customers; negotiates and establishes worksite agreements for job placements and on-the-job training opportunities; monitors and evaluates employment and training services; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

**TASKS:**

Plans, organizes and coordinates customer employment services and training activities; develops and implements customer employment services policies and procedures; explains program policies, procedures and practices to customers and employers; contacts employers to develop job placements; researches, contacts, solicits, locates and secures job and employment information and opportunities for customers; negotiates and establishes worksite agreements for job placement with public and private sector employers; develops, promotes and negotiates on-the-job training opportunities; reviews, monitors and follows up with customers at their worksites; conducts assessment interviews to determine the customer's existing and potential skills; administers customer employment readiness assessments, including but not limited to automated assessments; interprets assessment results and make recommendations; develops customer profiles; identifies individual vocational and/or employment needs and/or potential barriers; makes decisions on referrals.

Coordinates with Training Instructors on customer service goals and guidance; provides employment network activities; shares job market information and employment trends to job seeking customers; conducts customer job skills training; revises job skills training modules; orientates customer on employer requirements, expectations and qualifications; develops and implements strategies to attract businesses and potential employers to increase job opportunities; coordinates with appropriate program staff to recruit and place customers in on-the-job training with apprenticeship programs, youth job services, vocational rehabilitation programs and other services; assists and plans with employers on job requirements and standards that are appropriate for customers; acts as liaison between the customer and employers to increase communication; demonstrates and markets to employers the effectiveness and profitability of employing program customers.

Develops and maintains customer database; collects, compiles and analyzes statistics on retention through follow up with customers and employers; prepares and presents written narrative reports; develops and delivers public presentations targeting potential employers; promotes and maintains good public relations; advocates for program services to local businesses; develop, implements and maintains a job bank for customers; provides technical assistance to employers concerning specific employment problems and how to resolve customer challenges and issues; attends meetings to provide project updates, job market information and forecasts; participates in customer case conferences with employers and appropriate case management staff; administers career interest tests, inventories and surveys; plans, coordinates and implements job fairs with program staff and other organizations to market opportunities for customers and employers; conducts program orientation for customers.

**KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:**

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

**EMPLOYMENT DEVELOPMENT SPECIALIST**

Knowledge of community resources.  
Knowledge of socio-economic and cultural conditions in the local area.  
Knowledge of barriers individuals face in the employment and training arena.  
Knowledge of assessment techniques.  
Skill in applying interviewing techniques.  
Skill in interpreting wage and labor laws.  
Skill in evaluating applicants' skills and employment barriers and potentials.  
Skill in oral and written communication.  
Skill in establishing and maintaining effective working relationships with others.  
Ability to understand employment and training needs of individuals seeking services.  
Ability to conduct appropriate job development and placement on customer's behalf.  
Ability to understand methods related to job seeking and retention skills.  
Ability to effectively utilize a variety of computer software applications.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work is performed primarily in an office environment with occasional travel to employer locations and training institutions; must be able to lift 50 lbs.

**MINIMUM QUALIFICATIONS:**

- A Bachelor's degree in Business Administration, Sociology, Psychology, Guidance and Counseling or related field; and two (2) years of work experience developing employment opportunities for economically disadvantaged and hard to serve customers.

**PREFERRED QUALIFICATIONS:**

- A Master's degree in Business Administration, Sociology, Psychology, Guidance and Counseling or related field.

**SPECIAL REQUIREMENTS:**

- Possess a valid state driver's license.

Depending upon the needs of the Nation, some incumbents may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.