Southeastern Community College
EMPLOYMENT OPPORTUNITY

Workforce Specialist - WIOA Youth Program
NCWorks Career Center

Founded in 1964, Southeastern Community College (SCC) is a public, two-year comprehensive community college. With its "open-door" policy, SCC strives to meet the needs of students with varying backgrounds, resources, interests, abilities, and career goals. More than 30 occupational and liberal arts curriculum programs are offered by the college, which serves an annual full-time equivalent enrollment of approximately 2,000 students in curriculum and continuing education programs. SCC emphasizes quality in designing and delivering instructional, support, and community services. The college commits itself to providing students with opportunities to reach their potential.

SCC continuously involves all faculty and staff in setting and implementing college goals. All faculty and staff serve in advisory roles wherever their skills are needed. Members of the college community have a commitment to free and open communication based on mutual trust and respect. Also, employees are expected to participate in continued professional growth experiences.

The SCC college campus is located on Hwy. 74-76 between Whiteville and Chadbourn in southeastern North Carolina. SCC is an hour's drive from historic Wilmington and South Carolina's Grand Strand beaches. Serving Columbus County and surrounding areas, the college enjoys exceptional local financial and moral support from a community which expresses great pride in the institution. Major industries in the county are agriculture, paper manufacturing, lumber production, and chemical manufacturing.

Minimum Requirements for the Position
1. A bachelor’s degree from a regionally accredited institution.
2. Two or more years full-time work experience in counseling, career development, case management or other related workforce development service is required.
3. Excellent management skills in human relations and communications (oral and written) are required.
4. Commitment to excellent customer service and continuous improvement.
5. Ability to work without close supervision.
6. Ability and willingness to work as part of a team to achieve common goals.
7. Willingness to work irregular hours, including nights and weekends.
8. Willingness to participate in professional development activities.
9. Commitment to the community college "open door" philosophy.

Preferred Requirements
1. Demonstrated knowledge of WIA and/or WIOA program guidelines and services.
2. Knowledge of and experience with North Carolina’s NCWorks On-line system
4. Knowledge of Columbus County (geographic, economic, workforce, etc.)
**Purpose and Function of the Position**

Under the general supervision of the Director of the NCWorks Career Center, the Workforce Specialist is responsible for delivering customer service, administrative and basic technical and/or programmatic assistance and support to youth (primarily), job seekers, staff and/or business customers. Specific duties are:

1. Assists job seeker/job changer customers with career development and job search activities including applications, resumes and interview preparation.
2. Uses appropriate computer software including word processing, spreadsheets, Internet, and specialized computer applications.
3. Assists all customers with job search/job development/job placement activities, including business customers.
4. Provides vocational, educational and personal counseling and/or case management for NCWorks Career Center customers (primarily youth), individually and in small groups.
5. Responsible for case management for designated WIOA youth customers, including mandated case load numbers, eligibility determination, documentation of activities, delivery of required services and follow-up to meet required performance measures.
6. Develops and updates individual action plans as needed to facilitate successful job placement for customers.
7. Responsible for customer assessment, eligibility, enrollment, tracking, and follow up.
8. Identifies barriers to employment for individuals and initiates referrals to appropriate services for assistance.
9. Reviews employer job orders and ensures qualified job applicants are referred based on defined standards as set by employers.
10. Provides excellent customer service to every customer or potential customer, utilizing interviewing, coaching/training techniques, labor market information and recruiting skills to match job seekers to employers.
11. Coordinates program functions with other NCWorks Career Center staff, college personnel, workforce development programs, and human service agencies to accomplish customers’ goals and program objectives.
12. Works as a team member within the NCWorks Career Center and Workforce & Community Development Division.
13. Completes all forms and documentation associated with above responsibilities accurately and on time.
14. Performs other duties as assigned by the Director of the Columbus County NCWorks Career Center.

Excellent references from previous employers must be furnished upon request. Salary is dependent upon qualifications, experience, and labor market. Position is to be filled no later than 5/04/2016.

A completed Southeastern Community College application form, a resume, letter of interest addressing the position requirements and undergraduate and graduate transcripts (unofficial copies of transcripts will be sufficient for the screening process, but official copies must be submitted prior to employment) must be submitted to the college Human Resources Office in order for applicants to be considered for this position. Deadline for receipt of applications is 5:00 p.m. on 4/13/2016. Applications received after this date may not be considered.

Applicants should send all documents and inquiries to the Human Resources Office, Southeastern Community College, and P.O. Box 151, Whiteville, NC 28472.

An Equal Employment Opportunity/Affirmative Action Employer