

HRSD

Position Description: Workforce Development Specialist

Section IX. Position Reference Information

a.	Department	Talent Management
b.	Division	Learning & Development Division
c.	Position Title	Workforce Development Specialist
d.	Immediate Supervisor	L&D Manager
e.	Work Center	Main Office
f.	Grade	7

Section X. Position Summary

Under broad guidance, the Workforce Development Specialist:

- a. Provides a variety of individual services for current and prospective employees related to employee onboarding, skills development, training, testing and assessment, counseling, mentoring, job shadowing, career planning, and exit interviewing;
- b. Designs, implements, and manages organizational performance training that incorporates financial stewardship, stakeholder engagement, and organizational needs;
- c. Develops, communicates, and helps implement succession planning, career pathway initiatives, job shadowing, and mentoring to ensure sustainable and equitable recruitment, employee development, and promotion processes;
- d. Creates and maintains a case management model to track and manage career development and internship opportunities;
- e. Promotes current programs and explores new opportunities for career, vocational, and development training;
- f. Identifies, communicates, and proposes resolutions for gaps in available services to promote support and training for employee development;
- g. Collaborates with work center staff and management to understand and offer training and development solutions for individual and work center related needs;

Section XI. Examples of Position Duties

The following duties are intended only as illustrations of the types of work performed. The omission of specific duties does not exclude them from the responsibility of the position.

- a. Familiarity with workforce development needs and issues and works to implement proven and novel programs
- b. Works in coordination with Human Resources and work centers to provide employee onboarding through the first 180 days of employment
- c. Administers skills, aptitude, and interest inventories and tests to identify potential career and job areas and suggest appropriate career development and training paths
- d. Works with employees to assess and record information regarding training needs, education, experience, skills, interests, and other relevant factors to determine career development opportunities and career planning

- e. Works with supervisors and management to develop and oversee training paths, succession planning, and needs assessments
- f. Assess work center needs and gaps in training to suggest and promote training opportunities
- g. Identifies and proposes interventions and solutions to reduce and eliminate barriers to employment for economically disadvantaged, dislocated, or underserved communities, individuals, and groups
- h. Maintains accurate, detailed, and complete employee case records and follows up as needed for continued evaluation and assistance
- i. Objectively evaluates complexity of cases and refers more complex issues to appropriate staff or external service providers
- j. Prepares and communicates progress reports, program updates, correspondence, and other documents related to the position responsibilities
- k. Facilitates the delivery and expansion of internships, externships, mentoring, and other training opportunities for adult and youth groups to promote entry pathways to HRSD
- l. Participates in local, community, and peer groups, events, and programs to promote and expand HRSD partnerships and networks
- m. Assists in performing hiring activities, career fairs, and community outreach events
- n. Assists in evaluating, revising, or writing job descriptions and job postings to ensure reliable, accurate, and transparent descriptions of job responsibilities and skills needs
- o. Performs exit interviews to determine potential growth and development opportunities across the organization
- p. Ensures compliance with regulatory requirements, grant terms, and other conditions and requirements related to contracts and funding opportunities
- q. Knowledge of and adherence to HRSD policies and procedures
- r. Ensures nondiscrimination and equity in the recommendation and delivery of services
- s. Creates and supports a diverse and inclusive work environment where differences are respected and embraced
- t. Performs other duties as assigned

Section XII. Position Contacts

a. Internal Contacts

Contact	Purpose	Frequency
L&D Staff	Collaborate on training and promoting development opportunities	Daily
HRSD Employees	Assessing employee needs and supporting employee development	Daily
Talent Management staff	Updating and reporting on job responsibilities, current projects, proposed solutions, and new program opportunities	Weekly
Department Supervisors	Collaborating on needs assessments, program offering, and employee case management	As Needed
HRSD QST/ Senior Leadership/ Commission	Reporting on collected data, proposed solutions, and areas of improvement	As Needed

b. External Contacts

Contact	Purpose	Frequency
Local Groups and Service Agencies	Remain updated and in partnership for needed resources, opportunities, and information sharing	As Needed
General Public	Project or position promotion, available resources or services, and information sharing	As Needed
Consultants	Recommendation and assistance in developing or implementing needed training and improvement projects	As Needed

Section XIII. Position Accountabilities and Expectations

- a. Ability to maintain and navigate multiple programs and systems simultaneously
- b. Ability to work effectively with a variety of personalities in a high customer contact environment
- c. Must demonstrate poise, tact, diplomacy, and a high level of interpersonal skills to handle sensitive situations and maintain the confidential nature of employee issues
- d. Must be able to work with minimal supervision and be a self-starter
- e. Must be able to work in an environment with many interruptions and deadlines
- f. Must have general knowledge of HR, ODT, Apprenticeship Program, and employee development program functions within the organization
- g. Must consistently demonstrate HRSD Universal Competencies in work product and performance

Section XIV. Working Conditions

- a. Must be able to work at an independent level in a team-oriented culture
- b. Work requires continual attention to detail in establishing priorities and meeting deadlines
- c. Must be able to work with frequent interruptions in a fast-paced environment with demonstrated ability to handle multiple competing tasks and demands, while maintaining composure and providing effective customer service
- d. Must be able to work overtime, evenings, and potentially weekends as needed for attending meetings and events outside of the office
- e. Must be able to high levels of confidentiality, credibility, and professionalism

Section XV. Physical Requirements

- a. Must have the physical dexterity to accomplish the duties defined herein
- b. Work requires light lifting ability (20 to 50 pounds)
- c. Less than 20% of work involves walking, climbing, standing, or bending
- d. Must be able to lift and carry filing and training material boxes
- e. Must be able to sit and operate a computer keyboard and mouse for extended periods
- f. Must have the ability to view a computer monitor for extended periods

Section XVI. Other

- a.** Medical certification of physical requirements may be required
- b.** Must be currently authorized to work for any U.S. employer

Section XVII. Qualification Standards

a. Education

1. Required

- a) Bachelor's degree in organizational psychology, organizational development, education, or related field
- b) Advanced training or certification in Human Resource management, workforce development, organizational development, or related topic

b. Experience

1. Required

Four (4) years of experience in a related field of work

Experience with facilitating training, workshops, presentations, and meetings for employees and public groups

2. Desired

Advanced experience in case management, organization-wide training programs, and cross-sector collaborations

c. Knowledge, Skills, and Abilities

- 1. Strong computer skills and proficiency in Microsoft Office programs, including Outlook, PowerPoint, Word, and Excel
- 2. Excellent communication skills, including public speaking and written communication
- 3. Creative approach to gathering and sharing information with a wide range of audiences
- 4. Experience with database management
- 5. Knowledge of interviewing and assessment techniques
- 6. Skill in conducting interviews, counseling, and conducting skills tests and assessments
- 7. Ability to establish and maintain positive working relationships at all levels

d. Special Licenses

Required

- a) Advanced training or certification in Human resources management, workforce development, organizational development, or related topic
- b) Valid driver's license from state of residence