Listing Info

Job Number: 3557825 AND 3557812
Date Posted: 01/19/2018
Job Title: Career Consultant
Job Classification: Educational, Guidance, School, and Vocational Counselors
Work Site: YOUNGSTOWN, OH
Employment Type: Full-Time
Close Date: 02/02/2018
Skills Based Partner: NO

Job Details

Employer Name: MCTA
Job Title: Career Consultant

Job Description:

Desired Skills/Duties:

CAREER CONSULTANT: Works one-on-one with customers of the public workforce system to develop a plan or service and activities leading to employment. Must have good interpersonal skills, knowledge of case management, and be proficient in Microsoft Office software. This position may involve group presentations and local travel. The duties listed below are intended to depict tasks performed by this classification. All MCTA positions will support the administration of career services, as directed.

ASSESSMENT Conduct intake process using effective interview techniques and listening skills. Provide overview of MCTA services. Assist customer in completing paperwork, collect required data and verify information. Assess customer skills, needs, goals and interests, barriers and need for referral to other community resources.

CAREER COUNSELING Establish clear customer expectations (mutual roles and responsibilities). Develop individual employment plans using appropriate counseling and motivational techniques. Address barriers to employment and make appropriate referrals. Assist the customer with career exploration, developing realistic goals and creating a training and job search strategy, using labor market data and in-demand occupation information. Implement and monitor individual employment plans.

CASE MANAGEMENT Maintain customer communication through in-person, phone or mail contact throughout service delivery. Recognize need for and implement appropriate intervention in order to maintain flow of customer services. Schedule monitoring activities, report problems, recommend and implement solutions. Obtain customer feedback about programs and services.

ADMINISTRATIVE/CLERICAL Manage caseload by writing effective reports, case notes, letters, etc.; maintaining up-to-date customer files; arranging and documenting appropriate services and payments; closing files appropriately upon service completion. Utilize state and local information systems to track customers.

MISCELLANEOUS: Maintain and increase knowledge and skills through attendance at meetings, conferences, seminars and training. Participate in internal and interoffice meetings Perform additional duties and assignments as required.

QUALIFICATIONS: Bachelor’s Degree in social work, education, or related field preferred, or any equivalent combination of education, training and experience which indicates the knowledge, skills and abilities listed below. Good customer service and interpersonal skills, discretion, good judgment, organizational or management ability and the ability to work independently also preferred. Experience working with a diverse population. Valid driver’s license required.

Bilingual in Spanish a plus

SPECIAL NOTE: Applicants must provide a copy of their college diploma or training certificates. Wage: $11.27 per hour. Benefits include health insurance, vision insurance, PERS. Current MCTA staff is aware of this posting and may apply.

TO APPLY:

Please fill out an application and attach a resume at OhioMeansJobs Mahoning County, 141 Boardman Canfield Rd., Boardman or OhioMeansJobs Columbiana County, 7989 Dickey Dr., Lisbon.

Deadline to apply is February 2nd at 4pm.

Contact Name: Carol Griffin