

NCWorks Career Advisor

Position Summary:

The NCWorks Career Advisor will be responsible for delivering exceptional customer service, administrative and basic technical and/or programmatic assistance and support to job seekers, staff and/or businesses. The Career Advisor will provide intake and orientation services to prepare clients for a successful job search or more specialized program assistance, while delivering comprehensive career advising services enabling clients (job seekers and businesses) to attain their stated career/business goals. Due to the specialized work of this position, the Career Advisor will work under the functional supervision of the NCWorks Career Center Manager and the formal supervision of the Northeastern Workforce Development Board (NWDB) Adult/Dislocated Worker Program Manager. Work is performed in an administrative environment and off-site as needed. The Career Advisor's primary office location will be in Pasquotank County, NC but may be required to work in other counties throughout the NWDB region.

Working Conditions:

The Career Advisor is in contact with clients, partners and team members each day. Excellent interpersonal skills are essential characteristics to perform successfully in a rapid changing environment. The Career Advisor must have the ability to communicate effectively and focus on helping customers understand the services available to them within the Integrated Services Delivery System of the NCWorks Career Centers.

The Career Advisor is responsible for work outcomes and is expected to meet all performance measures and metrics set forth by the NCWorks Career Center Manager and the Northeastern Workforce Development Board (NWDB). This includes maintaining a calm and professional environment by answering questions and providing assistance when needed. Other duties include assisting in overseeing the resource area to ensure the computers are fully operational and are being used appropriately by clients, while maintaining system security and confidentiality of all. The ability to handle conflict may be needed when dealing with clients and their employment concerns. Due to the unique work requirements of this position, other duties may be assigned upon final approval of the NCWorks Career Center Manager and/or NWDB Program Manager.

Duties Include:

- Greet and assists walk-in or call-in clients in a professional and expedient manner.
- Proactively assists clients to determine their current needs.
- Introduces and helps the client to navigate NCWorks Online.
- Answers questions and guides clients through the intake process.
- Helps to determine client eligibility and recommends participation in specific programs.

- Schedules clients to attend workshops.
- Conducts various training workshops and presentations.
- Administers and interprets assessment tools to determine skills levels and helps clients better determine career goals.
- Performs objective assessments including administering and interpreting career and aptitude inventories and testing for math and reading skills as needed. Assessment includes interview sessions.
- Identifies barriers to employment for individuals and initiates referrals to appropriate services for assistance.
- Assists clients in identifying appropriate job opportunities.
- Offers advice on resume preparation, interviewing skills, salary negotiation, networking and other aspects of the job search process.
- Time will be spent on reviewing an applicant's information to ensure that the files are complete to support program eligibility before referring them to training or supportive service. After eligibility is established, Career Advisor will maintain contact with all assigned participants in training to provide ongoing case management, career advisement and/or coaching.
- Maintains timely case notes and accurate case files according to regulations, and laws, and policies.
- Ensures all data is accurately entered into the appropriate tracking systems.
- Works across boundaries to ensure a seamless process for helping clients.
- Identifies opportunities to improve processes and service for clients.
- Reviews employer job orders and ensures qualified job applicants are referred to employers based on the defined standards set by the employers.
- Provides excellent customer service to every client or potential client, utilizing interviewing, coaching/training techniques, labor market information and recruiting skills to match job seekers to employers.
- Participates in outreach, recruiting, and public education for NCWorks Career Center services.
- Other related duties as required.

Minimum Education and Experience Requirements:

Bachelor degree from an accredited college or university preferably in human services, human resource management, psychology, business, or social work; or an equivalent combination of education and related experience. Must possess a valid NC Driver's License.

Competencies:

Customer Service Excellence: Acts with the client in mind; anticipates client needs and addresses proactively; establishes and maintains effective relationships with clients and gains their trust and respect; strives to make every interaction with clients a positive experience.

Interpersonal Savvy: Relates well to all kinds of clients; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even difficult situations comfortably.

Listening: Practices attentive and active listening; has the patience to hear clients out; can accurately restate the opinions of others even when he /she disagree.

Patience: Is tolerant with clients and processes; tries to understand the clients and the data before making judgments and /or acting.

Approachability: Is easy to approach and talk to; spends the time to put client at ease, can be pleasant and gracious; is sensitive to and patient with the interpersonal anxieties of clients; builds rapport well; is a good listener.

Written Communications: Is able to write clearly and succinctly in a variety of communications settings and styles; uses proper sentence structure, spelling and grammar in all written communications and documentation.

Self-Development: Is personally committed to and actively works toward improving their job knowledge and ability to serve our clients.

Functional/Technical Skills: Has the functional and program knowledge/skills to perform the job at the highest level. Must be computer literate and knowledgeable in the use of Microsoft Office products.

To Apply:

Mail cover letter, resume, application, & 3 professional references to:

Ashley Stallings
Albemarle Commission
512 South Church Street
Hertford, NC 27944

Above items may be e-mailed to astallings@accog.org . Please note that if interviewed, an application with an original signature will be required.