

POSITION DESCRIPTION

Position Title	Career Services Specialist	Exempt/Non	Non-Exempt
Classification	Career Services	FTE Status	Full-time, Permanent
Report To	FSET Supervisor	Pay Grade	G+
Location	Wisconsin Rapids (Primary)		

Who We Are

CW Solutions has great passion for serving the people in our community. As an employer, we strive to provide a work environment where diversity and differing opinions are valued, creativity is encouraged, continuous learning and improvement are fostered, teamwork and open communication are encouraged and meeting customer needs through quality services is a shared goal.

We work in partnership with Wood County Human Services Department to operate several programs including the NorthCentral FoodShare Employment & Training (FSET) program. If you have a passion to support the members of our community, please consider joining our team!

To learn more about CW Solutions, visit our website at <https://changewithin.net>

Current Opportunity to Join our Team



CW Solutions has an immediate opening for a full-time, permanent FSET Career Services Specialist.

FSET is a free program available to all FoodShare recipients aged 16 and

older who would like help with skills development, education, and/or work preparation in order to achieve their employment goals. To learn more, check out www.MyFSET.net.

General Function

Build and maintain relationships with local employers to leverage resources for Food Share Employment and Training (FSET) customers. Work collaboratively with FSET Case Managers to provide information to FSET customers that will best prepare them for local employment opportunities.

Essential Duties and Responsibilities

The following duties are typical for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Connect with local employers to develop employer partnerships with the goals of:
 - a) Establishing a direct referral process for FSET customers with the employer.
 - b) Coordinating job retention support for FSET customers who are hired by the employer.
 - c) Facilitating communication between FSET customer and the employer.
 - d) Hosting employer-related events including local hiring events and community job fairs.
 - e) Identifying specific technical and soft skill needs for available positions.
2. Develop and maintain Employer Profiles with core information about the employer. These profiles are then used by case managers to provide important information to FSET participants considering employment with that employer.
3. As part of the Career Services team, maintain the Employer Index, a comprehensive summary Excel workbook, with at least weekly updates regarding available positions through partner employers. Promote updates with the FSET team.
4. Track all new employments by FSET customers, all direct and job retention referrals received by case managers utilizing established Excel workbooks.
5. Work with the Career Services team to achieve quarterly and annual program goals.
6. Manage the information on the following pages for MyFSET.net:
 - a) Career Services: including employer testimonials, employer spotlights and employer news.
 - b) Employer Partner Job Leads: update information for every employer partner in each county assigned to the Career Services Specialist (PAW Hub: Adams, Portage Wood; Northern Hub: Forest, Langlade, Lincoln, Marathon, Oneida and Vilas).
 - c) Labor Market: feature occupation articles, labor market data for the region, and unemployment rate data.
 - d) Education and Training: career assessments, GED/HSED, In-Demand Training, Online Training, Technical Colleges and Apprenticeship information.
7. Meet with FSET case managers to discuss individual customer needs, promote current openings, and discuss local labor market information.
8. Present information and trainings to the full FSET team regarding the labor market, job preparation (resume development, interview skills, etc.) and related topics.
9. Support the development and coordination of targeted job skill training for FSET customers to meet local labor market needs.

10. Provide support to the Quality Assurance team for employer-related data, including data necessary for state Quarterly Reports.
11. Provide back-up support for other team members including the program support specialist team and front desk reception.
12. Other duties as assigned.

Essential Skills

1. Ability to establish rapport and sustained relationships with a wide variety of employers.
2. Outstanding oral and written communication skills with the ability to adapt to different communication styles with employers, case managers, and FSET customers.
3. Perform tasks independently, without direct supervision, while maintaining a high level of professionalism and focus.
3. Passionate about serving the FSET population with no judgement while practicing equity, inclusion and allyship.
4. A strong sense of and respect for confidentiality involving customers, co-workers, and employers.

Minimum Training and Experience

Required to Perform Essential Job Functions:

Education: *Required* - A Bachelor's Degree in that provides the necessary skills to meet the expectations of the position.

Experience: *Not necessary*

Key Knowledge: *Preferred* – As listed under Essential Skills section.

Transportation: *Required* – This position requires the staff member to hold a valid driver's license and use their personal vehicle. Mileage reimbursement is provided for all business-related travel.

Basic Skills: *Required* - Basic everyday living skills are needed, as is the ability to understand and follow oral and written directions. Reading, writing and computer skills are needed.

Physical Abilities Required to Perform Essential Job Functions

Seventy-five percent (75%) of the time is spent sitting or standing, feeling, hearing, talking, and using near vision. Twenty percent (25%) of the time is spent bending/twisting, reaching, feeling, and low lifting and carrying. At least twenty-five percent (25%) of the time is spent keyboarding. Required in unusual or non-routine situations, stooping, kneeling, crouching, crawling, running, grappling, climbing (using legs and feet), climbing (using legs and arms for support), using far vision, and medium lifting and carrying.

This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision.

CW Solutions retains and reserves any or all rights to change, modify, amend, add to or delete from any section of this document as it deems, in its judgment, to be proper.

CW Solutions is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, CW Solutions will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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