

CLASS SPECIFICATION FOR
Employment/Training Technician

GENERAL STATEMENT OF DUTIES: This is paraprofessional work in the Capital Region Workforce Partnership (CRWP) providing support in client eligibility determination, client-assessment, referral to jobs and services and follow-up; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under supervision of Division Supervisor or Employment and Training Coordinator, the employee in this class works closely with CRWP Employment and Training Specialists and performs paraprofessional activities, including initial client interview, eligibility certification, initial assessment, job and service referral and follow-up contacts of clients and employers. The incumbent interviews applicants, completes eligibility questionnaires and certification forms, explains scope of program, assesses records and codes vocational backgrounds and interest and assesses other service needs and client problems. The employee applies a variety of established guidelines and criteria to client's personal, employment and economic situations and determines client eligibility for various services. Refers unique or policy issues to supervisor.

EXAMPLES OF WORK (illustrative only):

- Conducts application interview and records information on a variety of complex forms;
- Informs client of scope of services;
- Determines eligibility based on information obtained and multiple criteria for various programs;
- Assesses suitability and needs for particular services;
- Evaluates skill, education and work experience to code applicants in accordance with the Dictionary of Occupational Titles;
- Opens and closes job orders through follow-up with employers and clients;
- Keeps accurate logs and records of client activities;
- Enrolls and maintains as caseload clients receiving direct or referral services;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of local government and/or public agency or public service operations; ability to handle public contact, particularly with disadvantaged persons; skill in interviewing and obtaining detailed personal information including background, current situation, and future vocational goals; ability to apply multiple criteria in making eligibility determinations; ability to make initial assessment of general skills, vocational interests and service needs of clients and to refer appropriately; ability to communicate effectively orally; tact; courtesy; self-control.

MINIMUM EDUCATION AND EXPERIENCE: Possession of a bachelor's degree; OR, graduation from high school and four (4) years of experience in work such as interviewing and selecting employees in any occupation, or determining eligibility or suitability for services or training, or interviewing the public for market research surveys or in establishing credit, or conducting interviews on insurance benefits claims, or conducting interviews requiring application of legal regulations; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

SPECIAL CONDITION: The continuing existence of positions in this classification is subject to and contingent upon funding levels provided by the federal government through the Workforce Investment Act (WIA).

ADDITIONAL REQUIREMENT: Some positions may require possession of a valid driver's license issued by the State of Virginia.

EB97 (formerly EB50)
Revised 03/22/12
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This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.