

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Workforce Advisor

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### Definition

Ensures customers have seamless access to programs and resources to overcome barriers and achieve economic self-sufficiency; performs work involving employment interviewing, career planning and reemployment activities, and determination of eligibility for various workforce programs (e.g., unemployment insurance, training programs, and special populations programs); performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Delivers person-centered case management services to eligible participants, promoting self-sufficiency through individualized support and resource coordination. Conducts initial triage and in-depth interviews to determine customer needs. Ensures all customers are provided with information regarding programs and services that they may be eligible to obtain their employment goals, to include but not limited to, unemployment insurance benefit services, labor market information, career counseling or the need for additional services such as career assessments, digital literacy, counseling, training and work-based learning activities. Documents all services in case management system

Conducts one-party interviews to determine claimant eligibility in disputed unemployment insurance cases where non-separation issues are involved. Adjudicates the claim by examining employer and claimant statements and taking statements from customers over the phone to obtain information and facts. Applies a wide variety of unemployment insurance program rules, regulations, and policies to an individual claimant's specific set of circumstances to make sound and fair determination of eligibility.

Provides re-employment services to claimants and assists with appropriate job search activities.

Analyzes employer job orders to obtain occupational data necessary for selection and referral of qualified workers by using job analysis techniques such as verbally soliciting information on actual content and description of job duties and the skills and abilities needed for job performance.

Selects the most qualified applicants and refers to employer for possible job placement purposes in order to provide a positive and/or definite service for both the employer and the applicant by electronically file searching and then comparing applicant qualifications with employer job order requirements.

Obtains, reviews, and analyzes information from customers and other available sources to determine availability for work, refusal of work, and suitability of work issues to make a determination on eligibility or continued eligibility for benefits.

Takes detailed notes and statements that are grammatically correct and are easily ready and understood by others.

Uses labor market information to enable customers to make informed choices regarding occupations, training, relocation, allocation of resources, and other workforce issues.

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Provides job search, job seeking, and job keeping skills training in individual and group settings, such as soft skills and re-employment workshops, job club, job search assistance, and re-employment services.

Utilizes information to answer specific questions and provide guidance via telephone, emails and other forms of communication; including answering calls on a customer service line.

Resolves issues with initial, reopen, or additional claims filed by unemployed workers; applies independent judgement in the process of gathering the information ultimately needed for determining monetary and non-monetary eligibility and the adjudication process.

Exercises judgement in analyzing customer problems including potential disqualifying and overpayment issues with unemployment and appropriately providing necessary feedback to customers and modify claims as needed.

Informs and provides technical assistance on the regulatory eligibility requirements to customers of special programs within the American Job Center such as Workforce Innovation and Opportunity Act, Titles I-IV.

## Competencies Required

### Knowledge:

- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

### Abilities:

- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Speech Clarity – Speak clearly so others can understand you.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

**Skills:**

- Speaking – Talking to others to convey information effectively.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Service Orientation – Actively looking for ways to help people.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.

**Minimum Qualification Requirements**

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in any field.
- 2) Four years of full-time work experience in career services, teaching or training to improve skills, job coaching, providing human services to individuals in need, sales, customer service, call center operations, or human-resources-related services involving interviewing, reviewing job applications, conducting employment-related assessments, or job placement.
- 3) A total of four years of education and/or full-time experience (as described in number two), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 4) Current, continuous experience in the state executive branch that includes twelve months of full-time work as a Workforce Associate.

**Notes**

Travel may be required for positions in this class. Employees must arrange transportation to and from assigned work areas.

*Effective date: 04/26 SA*