

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

WORKFORCE ASSOCIATE

DEFINITION

Functions as the initial and primary focal point of contact for a variety of employment and unemployment programs with customers of the Iowa Workforce Development, such as claimants, job applicants, employers and the general public; advises customers on programs; resolves problems and errors for customers; provides supportive tasks and performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Receives job applicants, claimants and other visitors to the local Workforce Development Center; assists customers by answering routine questions; provides general program and intake information; makes appointments for customers to see various staff; and gives out application forms and updates information into the data base.

Advising claimants and employers of their legal rights and responsibilities as related to unemployment insurance laws, rules, and regulations. Answer questions from UI recipients by researching the existing claims; problem solves errors on claims and makes the appropriate corrections by making changes to the UI database.

Acts as a resource and provides detailed information to applicants, claimants, employers, and other interested parties by providing answers to inquiries on all phases of unemployment insurance benefit claims, employers, and other interested parties.

Informs customers of Workforce Development Center services; applies knowledge of programs; explains standard forms; checks forms for completeness and correctness; processes, files and codes forms.

Writes job orders from employers as a primary contact in order to record an accurate description of required job duties, wages, working hours, and other pertinent referral information by phone or in person; selects appropriate occupational and industrial codes from classification manuals to ensure proper job order classification and verifies results of job referrals by contacting employers by mail and phone.

Performing the function of processing initial, reopen, or additional claims filed by unemployed workers.

Conducting unscheduled interviews with claimants to gather appropriate facts regarding issues of availability for work, errors or discrepancies in claims documents, continued claims, and work search information for unemployment insurance purposes. Applies inter/intra state and federal unemployment insurance laws, rules, and regulations using interviewing techniques.

Provides customers with general labor market information, such as wage and salary, occupational growth within industries, labor availability, and labor benefits, and answers technical questions pertaining to Workforce Development Center programs and procedures by phone or in person.

Communicates with customers to provide information about and to make referrals to other organizations in the community. Providing general/routine information about the services, policies and procedures for the Worker Compensation and Labor Division programs and refer IWD customers to the appropriate resources. Makes referrals to various other agencies and divisions within the department using knowledge of types of services available; referring customers to other community resources to address immediate income and support needs.

Performs support services for the Workforce Development Center staff; gathers and compiles statistical information to track and monitor program performance; schedules, administers and scores performance and other tests.

Facilitate job search, job seeking and job keeping workshop(s) using prescribed curriculum(s) provided by the Agency.

COMPETENCIES REQUIRED

Knowledge of community resources which exist to provide workforce related services.

Knowledge of Workforce Development Center policies, procedures, and state and federal regulations.

Knowledge of basic interviewing skills and techniques related to employment interviewing.

Knowledge of basic math to include addition, subtraction, multiplication and division.

Knowledge of the social, economic, and labor market conditions as they relate to Workforce Development Center programs.

Knowledge of administrative law as related to employment and unemployment insurance services.

Knowledge and ability to effectively operate current communication technology including but not limited to telephones, instant messaging, text messaging, electronic mail, and social media tools.

Ability to read, comprehend and apply technical instructions relating to Workforce Development program procedures and various laws and policies.

Ability to gather, analyze and interpret information objectively, and draw sound conclusions.

Ability to code, record, and evaluate a variety of IWD forms and information and prepare reports.

Ability to operate a personal computer and related software including Microsoft Outlook, Word, Excel, and PowerPoint.

Maintains confidentiality of client and agency information.

Ability to exercise tact, patience, and discretion in communicating and dealing with persons with a variety of ethnic, social, or educational backgrounds.

Ability to work as a team member in solving problems and improving services delivery.

Ability to operate a keyboard for a personal computer or host connected mainframe terminal.

Ability to maintain and compile records, reports and supporting documents for information processing.

Ability to work independently and follow oral and written instructions.

Ability to communicate effectively both orally and in writing.

Ability to interpret and present program information orally and in writing.

Ability to apply the use of technical interviewing tools such as Occupational Information Network (O*NET) and North American Industry Classification System (NAICS).

Ability to successfully conduct training activities in a group setting.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing polite, quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited area college with an Associate's Degree;

OR

Experience equal to three years of full time public contact work obtaining, analyzing and evaluating data such as job/claims interviewing, testing, referral and/or placement, sales representative, credit investigation, or related public contact work dealing with job applicants and employers in a variety of supportive clerical and outreach functions;

OR

an equivalent combination of education and experience substituting thirty semester hours of college or university coursework for one year of the required experience with a maximum substitution of three years;

OR

employees with current continuous experience in the state executive branch that includes experience equal to eighteen months of full-time clerical work or direct customer service in a local Workforce Development Center or other Iowa Workforce Development office.

NOTE:

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

Effective Date: 06/12 BR