



Northwest Wisconsin CEP Job Description

Position Title:	Career Planner	Department:	Program
Reports To:	Regional Manager	Effective:	<i>Updated 05/13/2024</i>
FLSA Status:	Non-Exempt, Hourly	Location:	Ashland, Park Falls, Spooner, Or Superior Office
FTE Status:	Full-time, permanent		

POSITION SUMMARY

The purpose of the Career Planner is to assist job seekers and youth in determining appropriate training programs and job-seeking activities. The Career Planner will also work with other Northwest Wisconsin CEP personnel and workforce system partners to assist local businesses in meeting their workforce needs. This is an office-based position, with travel between office sites as needed, and has direct consumer contact in person, by phone, and by email.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

Other duties may be assigned, or tasks may be modified to reflect changes or growth within the program(s) at any time.

- A. Provide professional and courteous customer service to employers, job seekers, Job Center partner agency staff, and the general public in person, on the phone, through email, or webinar technology.**
- Effectively communicate with people who are experiencing employment issues and related stressors
 - Respond to all referrals from partner staff, other Northwest Wisconsin staff, and consumers within one business day, acknowledging the referral and/or outlining the next steps
 - Provide support and coaching to consumers with problems or those who require assistance regarding the various programs and services available to them
 - Assist program participants and other consumers with basic job-seeking techniques, including filling out applications, resume writing, employment opportunity research, and interviewing
 - Coordinate and present training regarding job-seeking skills and other workforce training topics, as needed
 - Assist consumers with using Job Center of Wisconsin, Xello/Career Cruising, and other computer-based workforce development software
 - Contact prospective employers, training facilities, and referral agencies to actively cultivate, develop, negotiate, and secure training and/or permanent

employment for program participants to utilize available funds or other program resources best

- Stay updated on local and distance learning and training options in order to professionally advise and enroll program participants in such programs

B. Coordinate services with other Northwest Wisconsin CEP staff and partner staff to meet the needs of the consumers and the community.

- Coordinate with the Regional Manager(s), Vocational Rehabilitation staff, and other staff members to ensure that youth program and performance requirements are met or exceeded
- Coordinate with CEP Business Services Manager and other regional staff to make worker referrals for employment or training needs
- Participate in job fairs, career fairs, reality fairs, and similar events along with other CEP staff
- Make referrals to partner agencies when appropriate for additional services and support

C. Provide case management services to job seekers.

- Recruit members of targeted groups within the scope of various Northwest Wisconsin CEP programs, including but not limited to dislocated workers, individuals who are homeless, individuals with varying abilities, veterans, youth, youth in foster care, parenting or pregnant youth, those with various barriers to employment, or other targeted groups based on program
- Conduct interviews with consumers for services and complete necessary application materials to determine possible eligibility for different programs administered by Northwest Wisconsin CEP or other partner agencies
- Utilize various assessment and testing tools to assess participants and potential participants
- Develop employability plans by reviewing and evaluating an eligible consumer's case history and enroll an eligible consumer into a suitable program
- Conduct post-exit participant follow-up in order to increase worker retention, general workplace problem-solving, and career building with consumers while maintaining compliance with funding source requirements
- Negotiate, write, and monitor on-the-job training and work experience contracts and conduct all follow-up activities
- Prepare participant timesheets, OJT contract invoices, training vouchers and support payment requests and submit them to the administrative office for payment

D. Perform a variety of record-keeping tasks in an accurate and timely manner in accordance with all local, state, and federal policies and guidelines.

- Follow agency procedures and guidelines, including the Field Level Operations and Procedures Manual (FLOP) and the WDA 7 WIOA Local Policies, which serve as the means to fulfilling agency performance and accountability requirements

as determined by various funding sources, along with all other program-specific guidelines and policies

- Perform all tasks accurately, on time, and through an organized process
- Input accurate information using tools such as ASSET, TESSA, and CEPT
- Responsible for paperwork and data entry involving individual job seekers and students, such as training plans, contracts, individual services strategies, eligibility/registration forms, and case notes
- Provide tracking and reporting of planned training and other services for program participants

E. Provide youth program development and support.

- Present information to potential youth participants regarding services and eligibility requirements in both group and individual settings.
- Ascertain the workforce development and career exploration needs of in-school and out-of-school youth (up to age 24) and seek to design creative solutions within the context of Northwest Wisconsin CEP's grants and other funding
- Design, create, and implement recruitment strategies to include outreach and advertising activities, referrals, and cross-referral programs for youth participation.
- Plan, promote, contract, and schedule academy or camp programming and activities when camps or academies are in session.

F. Help develop and implement special projects such as job fairs, business meetings, job clubs, job-seeking skills workshops, and other consumer and participant-specific services.

G. Maintain a high level of confidentiality at all times and be aware of any conflicts of interest as they arise.

EDUCATION and/or EXPERIENCE

High School Diploma or GED required; additional training or degrees preferred but not required.

Core skills of effective interpersonal communication, organization, teamwork, and independence are essential. Accuracy, attention to detail, and efficient time management are also required to perform this job successfully. Knowledge and experience working with individuals with disabilities desirable. The job requires a driver's license and reliable transportation.

SUPERVISORY RESPONSIBILITIES

This position exercises no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, correspondence, memos, and other documents. Ability to write and read various simple correspondence. Ability to effectively present information in one-on-one and in small groups to project staff, participants, and other employees.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to be aware of unsafe situations and remedy the issue accordingly.

COMPUTER SKILLS

The ability to type accurately and use Windows-based software programs (e.g., Outlook, Word, Publisher, etc.) is required.

Internal data system use is also required and the ability to learn and use such systems is also required.

CERTIFICATES, LICENSES, REGISTRATIONS

- Dependable transportation to the worksite
- Valid Driver's License

BACKGROUND REQUIREMENTS

Subject to a background check upon hire and at least once a year thereafter.

PHYSICAL DEMANDS

The physical demands described here represent those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms, and talk or hear. The employee is

occasionally required to stand and stoop, kneel, or crouch. Specific vision abilities required by this job include close vision and the ability to adjust focus.

TRAVEL

Travel is required to properly serve the communities and citizens within the Northwest Wisconsin CEP delivery area.

This is a client-focused position, and the employee will primarily work out of the assigned office.

**MAKING MEANINGFUL CONNECTIONS
BETWEEN PEOPLE AND BUSINESSES**

Northwest Wisconsin CEP 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.

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