



Position Title:	Employment Specialist	Department:	Programs
Reports To:	Program Director	Effective:	08/26/2026
FLSA Status:	Non-exempt, hourly	Location:	Park Falls Office
FTE Status:	Part-time		

POSITION SUMMARY

The Employment Specialist serves as the primary front-desk staff member for Northwest Wisconsin CEP's Park Falls office and is the first point of contact for most visitors and callers. This position welcomes and assists job seekers, employers, partner agency staff, and members of the public; helps identify their needs; and connects them with appropriate services and resources. The Employment Specialist also provides workforce-related assistance. This is an in-person, office-based position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned, or tasks may be modified to reflect changes or growth within program(s) at any time.

A. Provide front-desk coverage and customer service.

- Staff the Park Falls office front desk during scheduled work hours, providing consistent in-person and telephone coverage.
- Welcome and assist employers, job seekers, Job Center partner agency staff, board members, elected officials, and members of the public in person, by telephone, and through email.
- Communicate effectively and respectfully with individuals who may be experiencing unemployment and related stressors.
- Provide support and guidance to individuals who need assistance understanding and accessing available programs and services.

B. Provide workforce-related assistance.

- Assist individuals with accessing and navigating Unemployment Insurance claim systems.
- Assist individuals with job-seeking activities, including completing applications, preparing resumes, and researching employment opportunities.
- Provide one-on-one job-readiness education and coaching, including mock interviews and instruction on workplace communication, professionalism, employer expectations, and other skills that support obtaining and retaining employment.
- Assist individuals with online and computer-based workforce development systems.

C. Perform recordkeeping and administrative support duties accurately and efficiently.

- Track Job Center visitors, consumer satisfaction surveys, and other required information.

- Follow up with job seekers, incumbent workers, employers, and partner agencies to gather required performance information and accurately record data.
- Conduct post-exit follow-up to support worker retention and maintain compliance with funding-source and recordkeeping requirements.
- Assist team members with typing, filing, mailing, telephone routing, workforce-system data entry, paperwork review, and other standard administrative tasks.
- Collect and submit participant success stories as directed by management and in accordance with applicable confidentiality and consent requirements.

EDUCATION and/or EXPERIENCE

A high school diploma or GED is required. At least one year of related customer service, administrative, workforce development, human services, or comparable experience or training is preferred.

SUPERVISORY RESPONSIBILITIES

This position exercises no supervisory responsibilities.

QUALIFICATIONS / GENERAL SKILLS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation.

Strong interpersonal communication, customer service, organization, teamwork, and independent work skills are essential. Accuracy, attention to detail, sound judgment, adaptability, and effective time management are also required.

The employee must be able to work respectfully and effectively with individuals of varied ages, backgrounds, abilities, and circumstances. Previous experience working with diverse populations is preferred.

LANGUAGE SKILLS

Ability to read and understand instructions, correspondence, policies, and other workplace documents. Ability to communicate clearly and professionally in person, by telephone, and in writing. Ability to present information effectively in one-on-one and small-group settings.

MATHEMATICAL SKILLS

Ability to perform basic arithmetic and work accurately with numerical information.

REASONING ABILITY

Ability to understand and carry out written and verbal instructions, exercise sound judgment, adapt to changing situations, resolve routine problems, and recognize and respond appropriately to safety concerns.

COMPUTER SKILLS

Ability to use Windows-based software, Microsoft 365 applications, email, internet-based applications, and cloud-based state and workforce systems. Ability to learn new systems and

assist others with basic computer and online navigation. Ability to type and enter data accurately at approximately 30 words per minute.

PHYSICAL DEMANDS

Work is performed primarily in an office setting and requires regular use of a computer, telephone, and other standard office equipment. The position may involve extended periods at a workstation, along with occasional standing, walking, bending, reaching, and lifting or moving materials weighing up to 25 pounds. The employee must be able to communicate effectively with visitors, callers, and staff and accurately enter and review information in electronic systems, with or without reasonable accommodation.

OTHER REQUIREMENTS

- Must meet agency insurability requirements when driving on agency business.
- Must successfully complete a background check upon hire and an annual background check every year thereafter.

TRAVEL

Travel is required but is limited to only occasional travel within the State of Wisconsin, rarely outside the State of Wisconsin.

INITIAL 90-DAY PERFORMANCE REVIEW

A new employee will generally receive an initial performance review approximately 90 calendar days after beginning employment. The review is intended to assess performance, discuss progress, identify training or support needs, and clarify expectations. Following this initial period, performance will be evaluated at periodic intervals.

AT-WILL EMPLOYMENT

Wisconsin is an at-will employment state. Either the employee or Northwest Wisconsin CEP may end the employment relationship at any time, with or without cause or advance notice, subject to applicable law. Nothing in this job description creates an employment contract or guarantees employment for any specific period.

**MAKING MEANINGFUL CONNECTIONS
BETWEEN PEOPLE AND BUSINESSES**

This job description summarizes the position's primary responsibilities and is not intended to include every possible duty. Northwest Wisconsin CEP may revise the duties or requirements of the position to reflect organizational, programmatic, or operational needs.

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.