Class Concept
This is professional consultative work providing information, guidance and assistance to clients seeking employment and employers seeking workers through programs administered by the Department of Commerce, Division of Workforce Solutions (DWS) and local Workforce Development boards in a local career center environment. Employees in these positions plan and perform outreach activities and provide employment related services including priority services when legislatively appropriate using a comprehensive knowledge of specific rules and regulations pertaining to target occupations, i.e., migrant and seasonal farm workers, veteran population, dislocated works or parolees. Employees also sometimes supervise a small staff of consultants engaged in one or more employment service areas; supervise DWS services for a particular group of clients, serve as assistant manager in a career center or satellite office manager; or manage programs with the most difficult to place clients (e.g. Offender Program). Case management requires interviewing, counseling, research of precedent court and past practice decisions, study of labor market conditions and current trends in workforce training and development, and knowledge of other agencies' programs for referral purposes.

Work assignments include job placement, Migrant Seasonal Farmworker Protection Act Registration and employer as identified in the Career Center Consultant I level. Employees meet with employers and community leaders to explain available services, job development, assess hiring practices, and justify changes to services provided. Employees plan, develop, and coordinate a comprehensive training program for staff in specialist areas; interpret rules and regulations; act as troubleshooter on the most difficult cases; and provide consultation to out stationed staff. Decisions are based on analysis of information obtained from client interviews, supporting documentation, survey and occupational data, interpretation of changing federal and state programs, and knowledge of programs and services offered by other agencies for clients with multiple problems. Employees utilize agency guidelines, federal and state standards and North Carolina Farm Labor Rules and Regulations Booklet. Guidelines are generally available to determine program eligibility but are not always directly applicable with some of the newer programs having less program information and policy for guidance. Judgement is require in solving unusual problems, in setting priorities, and in interpreting regulations.

Recruitment Standards

Knowledge, Skills, Abilities

- Thorough knowledge of Division of Workforce Solutions and local Workforce Development boards' functions and service delivery methods, programs, and application of specific portions of the laws governing programs to client situations.
- Ability to analyze, interpret, evaluate, and communicate information and resolve conflicting opinions.
- Ability to independently apply the provisions of pertinent laws, rules, regulations, and procedures to specific cases.
- Ability to communicate orally and in written form effectively with a variety of individuals both internal and external to the organization.

Minimum Training and Experience Requirements
Bachelor's degree from an appropriately accredited institution and two years of experience in human resource administration, case management, job development and placement, employment counseling, vocational guidance and counseling, social work, vocational rehabilitation, claims analysis, or related public contact work dealing with job applicants and employers in a variety of functions; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.
Veteran Employment Services
Bachelor’s degree from an appropriately accredited institution and two years of experience in human resource administration, case management, job development and placement, employment counseling, vocational guidance and counseling, social work, vocational rehabilitation, claims analysis, or related public contact work dealing with veterans or job applicants and employers in a variety of functions; or an equivalent combination of education and experience.

**Necessary Special Requirement:** Title 38, United States Code (38 U.S.C.), Section 4104 states that, “Preference shall be accorded first to qualified service-connected disabled veterans; then, if no such disabled veteran is available, to qualified eligible veterans and, if no such eligible veteran is available, then to qualified eligible persons.”

Disabled Veteran Employment Services
Bachelor’s degree from an appropriately accredited institution and two years of experience in human resource administration, case management, job development and placement, employment counseling, vocational guidance and counseling, social work, vocational rehabilitation, claims analysis, or related public contact work dealing with veterans or job applicants and employers in a variety of functions; or an equivalent combination of education and experience.

**Necessary Special Requirement:** 38 U.S.C. 4103A requires that employees in this class be honorably discharged veterans who have served a minimum of 180 days on active duty in the Armed Forces or were discharged or relieved from active duty because of service-connected disability. Chapter 41 of Title 38 continues, “Preference shall be given in the appointment of such specialists to qualified disabled veterans.”

Agricultural Services
Bachelor’s degree from an appropriately accredited institution and two years of experience in agricultural business operations or business experience dealing with agricultural problems; or an equivalent combination of education and experience.

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**Note:** This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.