

## EMPLOYMENT CONSULTANT I

This is beginning level professional consultative work providing information, guidance and assistance to clients seeking employment and employers seeking workers through programs administered by the Employment Security Commission (ESC) in a local office environment. An equally important aspect of this work is the review of claims for unemployment insurance. Employees may be devoted exclusively or in part to providing services to specific categories of workers like veterans, disabled veterans, agricultural workers, older workers, or offenders. Positions perform outreach activities and provide employment related services, including priority services when legislatively appropriate, using an in-depth knowledge of specific rules and regulations pertaining to targeted occupations. Work is performed under the general direction of a higher level supervisor or manager in accordance with established work plans.

### I. DIFFICULTY OF WORK:

Variety and Scope - Work assignments include job placement, review of claims for unemployment insurance, and employer consultative services. Employees review client work history, determine suitability for job referral, and eligibility for ESC program areas such as Worker Opportunity Tax Credit, Food Stamps, Job Training Partnership Act (JTPA), North American Free Trade Agreement (NAFTA), Work First, and Trade Adjustment Assistance (TAA). Employees may refer clients to appropriate agencies for other services needed. Employees meet with employers to explain available ESC services, job development and assess hiring practices. Employees obtain, review and submit claims for unemployment insurance by applying rules, regulations and interpretations of law.

Intricacy - Decisions are based on analysis of information obtained from client interview, 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.

Subject Matter Complexity - Work requires a general knowledge of ESC service delivery methods and programs and application of specific portions of the laws governing programs to client situations. 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.

Guidelines - Employees utilize agency guidelines and federal and state standards. Guidelines are generally specific for determination of program eligibility with some of the newer programs having less program information and policy for guidance. More difficult decisions are referred to higher level supervisory staff and program specialists in the field or in the central office.

### II. RESPONSIBILITY:

Nature of Instructions - Work is performed under general instructions typically in the form of official policy memoranda, legal briefs, administrative and policy interpretations from the ESC management team. Outstationed employees are empowered to make decisions on-site without consulting local office management.

Nature of Review - Independence is exercised in daily case management activities. Decisions are periodically reviewed for adherence to law, agency procedures and timeliness.

Scope of Decisions - Decisions impact on clients' employment opportunities, expenditure of state and federal funds for services, and legal repercussions in terms of claims for unemployment benefits.

Consequence of Decisions - Incorrect decisions will impact directly on financial and psychological well being of clients and their families. Failure to provide services or poorly provided services may cause hesitancy on the part of employers in continuing to use ESC as their primary resource for employment services.

### III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Contacts are with clients, employers, attorneys, the general public, other professional organizations and governmental service agencies.

Nature and Purpose - Contacts are for the purpose of obtaining and sharing information with a diverse client base, meeting with employer and/or their human resource staff to discuss ESC services and to persuade employees to utilize ESC services, and presenting information to groups of employees involved in plant shut-downs. Employees coordinate and facilitate services and programs for the difficult to employ population.

### IV. OTHER WORK DEMANDS:

Work Conditions - Work is performed in an office setting and the surrounding rural service area, or outstationed at community colleges, Department of Social Services, JobLink site, military installations, veterans' facilities, or employer sites.

Hazards - No hazards generally exist in the office setting.

### V. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities - Knowledge of the Employment Security Commission and its functions. Ability to analyze, interpret, and evaluate information and conflicting opinions. Ability to apply the provisions of the Employment Security law, rules, regulations, and procedures to specific cases. Ability to communicate orally and in written form effectively.

#### Minimum Training and Experience Requirements -

Employment Consultant I - Graduation from a four-year college or university and one year 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.

Employment Consultant I (Veteran Employment Services) - Graduation from a four year college or university and one-year 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."

Employment Consultant I (Disabled Veteran Employment Services) - Graduation from a four year college or university and one-year 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."

Employment Consultant I (Agricultural Services) - Graduation from a four year college or university and one-year of experience in agricultural business operations or business experience dealing with agricultural problems; or an equivalent combination of education and experience.

Minimum Training and Experience Requirements for Trainee Appointment (All Programs) - Graduation from a four-year college or university. The necessary special requirements apply to the trainee appointments in the various program areas.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.