

EMPLOYMENT CONSULTANT II

This is professional consultative work in reviewing claims for unemployment insurance and 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. Employees supervise a small staff of consultants engaged in one or more employment service areas; supervise ESC services for a particular group of clients, i.e., veterans; serve as Assistant Manager in a small local office, as Branch Office Manager, or Satellite Office Manager; or manage programs with the most difficult to place clients like the Offender Program Specialist. They 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 targeted occupations, i.e., migrant and seasonal farm workers, veteran population, dislocated workers or parolees. Employees report to a higher level supervisor or manager.

I. DIFFICULTY OF WORK:

Variety and Scope - Work assignments include job placement, review of claims for unemployment insurance, Migrant Seasonal Farmworker Protection Act Registration and employer consultative services as identified in the Employment Consultant I level. Employees meet with employers and community leaders to explain available ESC services, job development, assess hiring practices and justify changes to services provided. Employees plan, develop, and coordinate a comprehensive training program for staff in specialty areas; interpret rules and regulations; act as troubleshooter on the most difficult cases; and provide consultation to outstationed staff.

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 an in-depth 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, employment conditions common to agricultural production and knowledge of other agencies' programs for referral purposes.

Guidelines - 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. Past practice or court decisions may be applied in making more difficult determinations. Judgment is required in solving unusual problems, in setting priorities and in interpreting regulations.

II. RESPONSIBILITY:

Nature of Instructions - Work is performed independently with responsibility for interpretation of official policy memoranda, legal briefs, and policy from the ESC management team. Outstationed employees at branch or satellite offices are empowered to make decisions on-site without consulting local office management.

Nature of Review - Independence is exercised in daily supervisory and case management activities. Decisions are spot checked 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. Decisions have a direct impact on clients, employers, and the surrounding community.

III. INTERPERSONAL COMMUNICATIONS:

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

Nature and Purpose - Contacts are for the purpose of obtaining, sharing, and interpreting 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 community organization meetings, other agencies and local governing groups. 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, Department of Social Services, JobLink site, rural service areas, military installations, veterans' facilities, or employer sites.

Hazards - No hazards generally exist in the office setting.

V. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities - Thorough 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. Knowledge of Federal and State statutes concerning hours, wages, transportation and housing of domestic and interstate migratory workers. Ability to communicate effectively in oral and written form. Ability to supervise, train and function as a resource for lower level consultants.

Minimum Training and Experience Requirements

Employment Consultant II - Graduation from a four-year college or university 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.

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

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

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.