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**WORKNET PINELLAS, INC.**

**RESOURCE SPECIALIST**

**NATURE OF WORK**

This is recruitment and placement related service. It requires interacting with both employers and unemployed individuals with the ability to match a required skill set from the employer with that of the individual. It also requires analytical work in the records review, writing, maintaining and coordinating services within the WorkNet Pinellas One-Stop system. An employee in this class exercises independent judgment evaluating information, initiating action and job placement service within the framework of the workforce investment act and its existing laws, rules and regulations.

Work is performed under general supervision with considerable independent judgment and independence and is reviewed through observation of results obtained (in the form of job placements), conferences and periodic reports or evaluations.

**ILLUSTRATIVE TASKS**

- Refer customers to job openings, training opportunities and other employment related services
- Determine potential eligibility for and/or participation in special programs.
- Refer customers to individual or group counseling/guidance services
- Provide employability skills, labor market information and refer to supportive services as needed.
- Record information in writing or by computer.
- Meet with job seekers to determine skill set and job preference
- Evaluates and qualifies individuals for various job possibilities.
- Liaison between individual and employers listing jobs.
- Meets with other One-Stop Career Center partners to assist individuals with job placement or support services
- Performs related work as required.
- Review EFM ensuring referrals pending review are satisfied.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to review job applications and requirements and match skill sets of individuals with job requirements.
- Ability to operate a personal computer and related word processing, spreadsheet and database programs.
- Skill in written, research and verbal communication.
- Ability to establish and maintain effective working relationships with other federal, state and county operational units.
- Ability to maintain detailed records, develop presentations of composite data.
- Ability to deliver quality customer service

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**MINIMUM QUALIFICATIONS**

High School Diploma or GED with 2 years experience in recruitment and/or placement services or 2 years experience in customer service related field.

PAY GRADE: C - 19