

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Employment Representative

Class Code: 10923

Pay Grade: GG

A. Purpose:

Provides employment services to the public and employers and refers participants to employment programs to assist in the delivery and management of labor and employment programs.

B. Distinguishing Feature:

Employment Representatives deal directly with individuals seeking employment assistance, special program benefits, and access to training programs; and provide assistance to employers in listing job openings and in obtaining applicants for various jobs.

Employment Specialists implement job development and placement for participants to include individuals with disabilities or participants with barriers to employment by providing them with case management, establishing and determining plan compliance, initiating action to aid individuals or families to become self sufficient, and counseling program participants; promote DOL programs and services to employers.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Interviews applicants to obtain work history information and establishes or develops employment opportunities to provide applicants permanent employment.
 - a. Conducts interviews with clients.
 - b. Provides labor market information.
 - c. Makes referrals to job training or other assistance programs.
 - d. Uses the computer system to access stored data and match applicants to job openings.
 - e. Refers participants to employment opportunities.
 - f. Enters participant and employer related information into the information system.
2. Conducts employer visits to address job development, employment needs, and explain agency services or programs available to employers and applicants/employees.
 - a. Schedules meetings with employers.
 - b. Discusses employers staffing needs.
 - c. Provides information to employers on programs or services available to them.
 - d. Creates job orders listing essential duties, experience, and education required for a position.
 - e. Provides employers with labor market information relevant to wages.
3. Counsels applicants to determine job skills, training needs, and provides information to assist participants in overcoming employment barriers in an individual or group setting.
4. Promotes employment training contracts with employers to provide work experience and job skills to develop employment opportunities for participants and refers applicants to programs.
5. Administers employment tests to meet participant needs in obtaining employment.

- a. Follows specific guidelines and instructions and uses equipment and materials appropriate for each test.
- b. Transmits test results and scores.

6. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Job Service Manager or Job Service Assistant Manager. May assist in training or directing the work of other staff.

E. Challenges and Problems:

Challenged to assist participants in obtaining suitable employment. This is difficult because often participants are difficult to place, unable to maintain employment for a variety of reasons, possess poor skills, or market conditions dictate employment availability or outcomes.

Typical problems include misunderstandings between applicants, the department, and employers; ensuring employers do not make job requirements that violate labor laws; acting as a mediator between employers and participants; providing effective employment counseling; ensuring that employers who participate in employment training programs do so within department guidelines; and explaining to participants why an employer does not wish to have the applicant referred to them.

F. Decision-making Authority:

Decisions made include which jobs to refer participants to, referrals to training programs, services needed by participants, and how to write job orders.

Decisions referred include how to handle complaints, confidential matters, final approval of participants' or employers' participation in employment and training programs, and discrimination or wage complaints.

G. Contact with Others:

Daily contact with the public and employers to give and receive information relevant to employment, and employment or training programs.

H. Working Conditions:

Typical office environment. Some travel may be required to do employer visits and staff satellite offices.

I. Knowledge, Skills and Abilities:

Knowledge of:

- interviewing and counseling techniques;
- the principles of human behavior and motivation;
- employment programs and community services;
- labor market and economic conditions in a local area.

Ability to:

- deal tactfully with others;

- interpret rules, policies, procedures, and determine the likelihood of program eligibility;
- work with people of all levels of education and experience;
- work independently;
- maintain effective working relationships with others;
- communicate information clearly and concisely, either individually or to groups in a classroom setting;
- maintain self-control under stressful situations;
- use a personal computer and typical office computer software.