

THE COORDINATING AND DEVELOPMENT CORPORATION

TITLE: Account Executive

GENERAL:

- Inform, provide, and direct customers of services available in this one stop system such as those that are self service (Virtual one stop), and staff assisted services (resumes, interviewing techniques, job search, instruction in soft skills, instruction in personal appearance, etc.).
- Attend workshops to provide information.
- Collect/obtain and verify personal information on customers such as birth certificates, social security cards, income etc. Respect and protect the privacy of customers when gathering, recording, storing and sharing confidential information.
- Interview the customer to determine his or her needs. Determine the customers eligibility for intensive services and if determined needed training. Is the customer a Dislocated Worker, Adult, or Youth?
- Be able to determine if a customer is eligible for other services with other agency or agencies, and refer the customer to that appropriate agency or agencies.
- Other duties as assigned by management.

EXAMPLES OF WORK:

- Evaluate customers with an intensive career assessment, as well as a basic skills assessment to determine whether the customer would be suitable for his or her desired training choice. Verify WIOA eligibility of training school and training course.
- Confer with customer to develop and implement an Individual Employment Plan (IEP). This plan is a "work in progress" as the customer follows through with his/her training. Monitor and adjust the Individual Employment Plan (IEP) throughout the customers training.
- Develop a financial plan for the customer by using an Individual Training Account (ITA) to determine total cost of training, and monitor expenditures of the training funds throughout the customers training.
- Maintain close contact with clients during training in order to resolve any problems that arise.
- Monitor and record client's progress in order to ensure that goals and objectives are met.
- Obtain and record employment information on customers. Collect any follow up information.
- If applicable, follow up on each customer for 12 months after exit.
- Able to proficiently navigate the HiRE system for customers, employers, and staff.
- Enter customer's information into the HiRE system.
- Maintain each customers on line file by managing case notes, activities, the ending dates of activities, exit information and follow up (if applicable).

- Determine potential (customers) for eligibility, career assessment, and Individual Employment Plan.
- Promote cooperation and collaboration with partner organizations in order to maximize the customers' opportunities for success.
- Develop and maintain relationships with community referral sources such as school and community groups.
- Address community groups to provide them with information of services.

NECESSARY KNOWLEDGE, SKILLS, and ABILITIES:

- Knowledge of the structure and content of the English language including the meaning and spelling of word
- Knowledge of principles and processes for providing customers and personal services. This includes customer needs assessments, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of local area employers, community services, and the ability to refer customers to them.
- Dependable – Consistent and reliable presence at work.
- Speaking – Effectively communicating with other people to convey information.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points made, asking questions as appropriate.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Service Orientation - Actively looking for ways to help people.
- Writing Communication - Effective in writing as appropriate.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Management of Customers - Motivating, developing, and directing people.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Active Learning – Ability to understand new information.
- Knowledge of Microsoft Office Software.

REQUIRED TRAINING AND EXPERIENCE:

Graduation from an accredited four (4) year college or university, with a Bachelor's Degree in Counseling, Applied Psychology, Sociology, Education, or a related field preferred.