

PRIVATE INDUSTRY COUNCIL OF WESTMORELAND/FAYETTE, INC.
JOB DESCRIPTION

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POSITION: **ACCOUNT REPRESENTATIVE**

PURPOSE: Facilitate placement and retention into gainful employment of long-term unemployed and underemployed customers in the private/public sector through intensive counseling involving career planning, job search skills, assessment, evaluations, testing, or classroom training. Coordinate employment openings with area job seekers.

QUALIFICATIONS:

Education: B.S. Degree in Public Relations, Social Services, Psychology, or related field with a commitment to obtain a Global Career Development Facilitator Certificate within 18 months of hire.

Experience: 2 years in public relations, selling, vocational counseling, and/or job placement experience.

Skills, Abilities, and Knowledge:

- a. Ability to apply problem solving techniques
- b. Ability to perform accurately with little supervision
- c. Ability to maintain confidentiality
- d. Excellent interpersonal skills, diplomacy, and resourcefulness
- e. Basic computer knowledge and skills
- f. Effective verbal and written communication skills
- g. Machine operation including calculator, photocopier, typewriter, fax machine, etc.
- h. Proficiency with computers, computer applications to include Microsoft Office, and typing

REPORTS TO: CareerLink Supervisor, Project Supervisor and/or Workforce Manager

SUPERVISES: None

JOB REQUIREMENTS and ESSENTIAL JOB DUTIES to be performed with or without reasonable accommodations:

Alternative hours; alternative locations

Mental Concentration: Considerable concentration consistently

Interruptions: Occur constantly

Physical Efforts: Light physical effort in a predominately sitting position

Special Demands: Driving, traveling, and potential eyestrain

Valid driver's license, verification of car insurance coverage, as well as reliable transportation (validated yearly minimum.

Duties may include any or all of the following: (This list is intended to be representative)

01. Assess and verify eligibility of customers for intensive and/or training
02. Offer core assessment and explanation of available services to all customers and assist in job matching
03. Administer tests and formal assessments, interpret and review results with customers. Provide counseling and/or referral service
04. Maintain cumulative case file and input appropriate information onto the computer
05. Obtain new and visit/telephone potential employers to expand employer base, explaining CareerLink programs
06. Instruct and/or register employers in use of CareerLink computer system, providing technical assistance when necessary
07. Monitor new/current job orders. Perform applicant searches to identify potential employees for businesses
08. Coordinating, organizing, and hosting job fairs, in-house recruitments, and job-seeker/employer workshops
09. Negotiate on-the-job training contracts utilizing various economic and workforce development tools available
10. Prepare and distribute reports as required

11. Follow up as necessary on placement of clients
12. Complete forms, time cards, and other paperwork as required
13. Assist in special projects or assignments as directed

CORPORATE EXPECTATIONS:

Every employee of the Private Industry Council of Westmoreland/Fayette, Inc. is an ambassador that influences the public's impression of our organization. As such, every employee is expected to demonstrate the following attributes: Commitment, Enthusiasm, Flexibility, Positive Attitude, Proactive Approach, and Teamwork. These qualities are important to both individual and corporate success.

PAY GRADE: E