

## Career Advisor

### **Position Summary:**

The Career Advisor will be responsible for delivering exceptional customer service, administrative and basic technical and/or programmatic assistance and support to Adult and Youth (16-24) job/career seekers, staff and/or businesses. The Career Advisor will provide intake and orientation services to prepare clients for a successful job search or more specialized program assistance, while delivering comprehensive career advising services enabling clients, job seekers, and businesses to attain their stated employment/recruitment goals. Due to the specialized work of this position, the Career Advisor will work under the supervision of the NWDB Youth Program Manager and the NWDB Adult/Dislocated Worker Program Manager. Work is performed in an administrative environment and off site as needed. The Career Advisor will be responsible for assisting customers and conducting outreach in Hyde, Tyrrell, and Washington counties. Travel to other NWDB counties and outside of the region may be required on occasion.

### **Working Conditions:**

The Career Advisor is in contact with clients, partners, and team members each day. Excellent interpersonal skills are essential to perform successfully in a rapidly changing environment. The Career Advisor must have the ability to communicate effectively and focus on helping customers understand the services available to them within the NCWorks Career Center system. NWDB serves a 10-county region which requires that employees be spread out amongst multiple offices throughout the territory we cover. As such, this position must be adept at working independently, effectively managing schedule in outpost locations, and collaborating virtually with colleagues and community partners.

Employees in this class are responsible for a variety of workforce development programs and activities including recruitment, intake, assessment, eligibility determination, case management, enrollment, counseling, education/employment placement, and follow-up of program participants and making referrals to other services as applicable. Employees are involved in intensive case management for youth and adult programs under the Workforce Innovation and Opportunity Act. Employees ensure continuity and complete services are provided to the customers by assessing their needs. Work requires the employee to utilize tact and firmness in dealing with difficulties generated by the participant and or family and maintaining a calm and professional environment by answering questions and providing assistance when needed. The Career Advisor is responsible for work outcomes and is expected to meet all performance measures and metrics set forth by the Northeastern Workforce Development Board (NWDB), NC Division of Workforce Solutions, NCWorks Commission, and Federal Government. Due to the unique work requirements of this position, other duties may be assigned.

This position requires the capability to work independently.

**Duties Include but are not limited to:**

- Greet and assists walk-in or call-in clients in a professional and expedient manner
- Proactively assists clients to determine their current needs
- Introduces and helps the client to navigate NCWorks Online
- Answers questions and guides clients through the intake process
- Helps to determine client eligibility and suitability for specific programs
- Schedules clients to attend workshops
- Conducts various training workshops and presentations
- Administers and interprets assessment tools to determine skills levels and helps clients better determine career goals
- Performs objective assessments of youth including administering and interpreting career and aptitude inventories and testing for math and reading skills. Assessment includes interview sessions
- Identifies barriers to employment for individuals and initiates referrals to appropriate services for assistance
- Assists clients in identifying appropriate job opportunities
- Offers advice on resume preparation, interviewing skills, salary negotiation, networking and other aspects of the job search process
- Time will be spent on reviewing an applicant's information to ensure that the files are complete to support program eligibility before referring them to training or supportive service. After eligibility is established, Career Advisor will maintain contact with all assigned participants in training to provide ongoing case management, career advisement and/or coaching
- Maintains timely case notes and accurate case files according to regulations, and laws, and policies
- Ensures all data is accurately entered into the appropriate tracking systems
- Provides follow-up on each case for a minimum of 12 months after placement to ensure employment/education retention
- Works across boundaries to ensure a seamless process for helping clients
- Builds relationships with individuals and agencies serving similar populations in assigned areas in order to build and maintain a pipeline of inbound referrals and gain the knowledge needed to effectively refer applicants and participants to other agencies as needed
- Identifies opportunities to improve processes and service for clients
- Reviews employer job orders and ensures qualified job applicants are referred to employers based on the defined standards set by the employers
- Provides excellent customer service to every client or potential client, utilizing interviewing, coaching/training techniques, labor market information and recruiting skills to match job seekers to employers
- Participates in marketing, recruiting, and public education for NCWorks Career Center services and the NextGen program.

- Other related duties as needed

### **Minimum Education and Experience Requirements:**

Bachelor's degree from an accredited college or university preferably in human services, human resource management, psychology, business, or social work; or an equivalent combination of education and related experience. Must possess a valid NC Driver's License.

### **Competencies:**

**Customer Service Excellence:** Acts with the client in mind; anticipates client needs and addresses proactively; establishes and maintains effective relationships with clients and gains their trust and respect; strives to make every interaction with clients a positive experience.

**Interpersonal Savvy:** Relates well to all kinds of clients; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even difficult situations comfortably.

**Listening:** Practices attentive and active listening; has the patience to hear clients out; can accurately restate the opinions of others even when he /she disagree.

**Patience:** Is tolerant with clients and processes; tries to understand the clients and the data before making judgments and /or acting.

**Approachability:** Is easy to approach and talk to; spends the time to put client at ease, can be pleasant and gracious; is sensitive to and patient with the interpersonal anxieties of clients; builds rapport well; is a good listener.

**Written Communications:** Is able to write clearly and succinctly in a variety of communications settings and styles; uses proper sentence structure, spelling and grammar in all written communications and documentation.

**Self-Development:** Is personally committed to and actively works toward improving their job knowledge and ability to serve our clients. Proactively seeks out answers to questions and communicates openly with management about needs and any knowledge gaps that may arise.

**Functional/Technical Skills:** Has the functional and program knowledge/skills to perform the job at the highest level. Must be computer literate and knowledgeable in the use of Microsoft Office products. must be comfortable with attending and conducting virtual meetings via various platforms including Zoom and MS Teams. Must be able to effectively maintain electronic files to include performing tasks

including scanning and uploading documents, collecting digital signatures, and troubleshooting minor tech issues.

**Ability to Work Independently:** Identifies as a self-starter. Is able to organize daily schedules and tasks effectively with little supervision.

**To Apply:**

Mail cover letter, resume, application, & 3 references to:

Ashley Shepherd  
Albemarle Commission  
512 South Church Street  
Hertford, NC 27944

Above items may be e-mailed to [ashepherd@accog.org](mailto:ashepherd@accog.org). Please note that if interviewed, an application with an original signature will be required.