

# Albemarle Commission

512 South Church St.  
Hertford, NC 27944  
252-426-5753  
[www.albemarlecommission.org](http://www.albemarlecommission.org)



## **Job Title: Career Advisor**

Northeastern Workforce Development Board  
Albemarle Commission  
Hertford, NC

**Description of Work:** The NCWorks Career Advisor will be responsible for delivering exceptional customer service, administrative and basic technical and/or programmatic assistance and support to job 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 career/business goals. Due to the specialized work of this position, the Career Advisor will work under the functional supervision of the NCWorks Career Center Manager and the formal supervision of the Northeastern Workforce Development Board (NWDB) Adult/Dislocated Worker Program Manager. Work is performed in an administrative environment and off-site as needed. The Career Advisor's primary office locations will be in Pasquotank and Chowan Counties. This position also serves clients who reside in Hyde, Tyrrell, and Washington counties and must travel as needed to serve clients in these counties. Travel to other NWDB counties and outside of the region may be required on occasion. 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 adult and dislocated worker 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 related to the participant 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. Work is performed in an administrative environment and off site when needed. Due to the unique work requirements of this position, other duties may be assigned upon final approval of the NCWorks Career Center Manager and/or NWDB Program Manager.

## **Essential Duties and Tasks:**

- 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.

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- Answers questions and guides clients through the intake process.
- Helps to determine client eligibility and recommends participation in specific programs.
- Schedules clients to attend workshops.
- Conducts various training workshops and presentations.
- Administers and interprets assessment tools to determine skill levels and helps clients better determine career goals.
- 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.
- Performs objective assessments including administering and interpreting career and aptitude inventories and testing for math and reading skills as needed. 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.
- Works across boundaries to ensure a seamless process for helping clients.
- 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 outreach, recruiting, and public education for NCWorks Career Center services.
- Provides follow up on each training case for a minimum of 12 months after placement to ensure employment/education retention
- Other related duties as required.

## **Knowledge, Skills, and Abilities:**

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- **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 disagrees.
- **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 the 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:** Can 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.
- **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.

## **Education and Experience:**

Bachelor's degree from an accredited college or university in human services, human resource management, psychology, business, or social work; or an equivalent combination of education and relevant experience preferred.

## **Special Requirement:**

Possession of a valid North Carolina driver's license and personal transportation.

## **Salary:**

This position is a salary grade 19. The hiring range for this position is \$43,451.00-45,564.00.

## **Benefits:**

The Albemarle Commission offers a generous benefits package to our fulltime employees, including paid vacation and sick leave; NC Local Government Employees' Retirement System; 401K employer contribution; employer paid health, dental, vision, and short/ long-term disability, life insurance; longevity pay after 5 years of service.

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The Albemarle Commission is an Equal Opportunity Employer.

**To Apply:**

Email, mail or drop off cover letter, resume, NC PD107 application, & 3 professional references to:

Amber Morse  
Albemarle Commission  
512 South Church Street  
Hertford, NC 27944