

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Case Manager – Employer Services

Reports To: Program Manager

Supervises: None

FLSA Status: Non-exempt

Pay Grade: 2

General Duties:

- Delivery of assigned program services in accordance with RPC's Workforce Development Division's (WDD) Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.
- Work with employers to address talent pipeline requirements that meet the needs of both employers and participants of the Workforce Innovation and Opportunity Act (WIOA) programs.
- Learn about relevant programs with Illinois Department of Commerce and Economic Opportunity (DCEO) and US Department of Labor (DOL) and engage in discussions with WDD Director and Program Manager about such programs.
- Participate in workforce development planning activities that encourage business engagement, sector-based strategies, and apprenticeships.
- Use databases and technology to stay up to date on labor market information and economic trends.
- Develop, deliver, and market business programs to employers and community stakeholders.
- Establish and maintain relationships with local businesses.
- Become a subject matter expert in relevant business programs and provide technical assistance to staff, employers, and community partners.

Specific Duties and Responsibilities:

- Contact employers to identify their labor needs and problems; develop a plan of service.
- Assist local employers with their recruitment needs.
- Assist with solicitation and development of on-the-job training and incumbent worker training contracts.
- Provide monthly contact (including direct services and communication) to employees enrolled in WIOA employer programs.
- Support employees in their successful completion of training programs and in their onboarding, development, and career paths with an employer.
- Promote layoff aversion programs, including Rapid Response and Trade Adjustment Assistance, to employers and community partners.
- Complete administrative tasks associated with all employer programs.
- Promote WIOA career services to employers and employees and make referrals to the WDD.
- Plans, develops, and coordinates efforts to improve business satisfaction using workforce development employment and training programs.
- Develops, coordinates, and maintains effective working relationships with businesses, community organizations, industrial education groups and business planning committees; initiates public relations activities to promote and explain LWIA 17 programs and services.
- Attend Chamber events and other economic gatherings as directed.
- Provide comprehensive evaluation of employment and training needs using labor market information and applicable technologies.
- Provides technical assistance to workforce development staff, service providers, employers and job seekers regarding special employment issues, personnel problems, and business needs.
- Record data into multiple management information systems.
- Maintains case files as directed to meet program performance standards and program evaluation.
- Document all service provision within 48 hours of service/contact.
- Attend training as required by supervisor.
- Participate in team meetings and individual supervisions and other committees/meetings as requested/assigned.
- Share information and resources with team.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Consults and coordinates with other systems/service providers (school, agencies) to maximize service effectiveness.
- Maintain up to date work schedule in Outlook calendar
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Other duties as assigned

Required Knowledge, Skills, Characteristics and Abilities:

- Associate degree or equivalent related experience in business management, economic development, marketing, public administration or other related field or any combination of experience and training which provides the knowledge, skills and abilities.
- Ability to pass criminal background check.
- Strong background in customer service, marketing and business services.
- Valid driver's license and ability to travel.
- Ability to follow program procedures while adjusting work style to meet the needs employers.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Knowledge of local economic and employment opportunities.
- Knowledge of how to obtain local labor market information, including jobs in demand, employer skill expectations, and wages.
- Knowledge of state and federal laws and regulations governing workforce development programs and activities.
- Knowledge of current local employment conditions and business practices in the public and private sectors.
- Knowledge of public relations functions (for example releasing information to the media, connecting with civic organizations such as chamber of commerce, etc.).
- Knowledge of social, economic and community issues impacting area businesses and employment opportunities.
- Ability to provide technical assistance to businesses concerning the processing of tax credit applications.
- Ability to exercise judgement in interpreting data, applying legislation, and making recommendations and decisions when limited guidance is available.
- Ability to compile, analyze and evaluate data in or to make suitable determinations and present findings in oral or written form.
- Ability to effectively communicate orally and in writing with co-workers, employers, service providers, customers, the public, and various community organizations and other governmental, civic, labor and public groups, including being sensitive to professional ethics, gender, cultural diversities and disability related issues.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.

- Computer skills needed to complete documentation of services, data entry and timesheets.
- Ability to obtain program specific certification(s) within twelve months (as assigned).
- Ability to attend program meetings and/or training as required.
- Ability to work a flexible schedule to accommodate scheduling needs including periodic evenings and weekends.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Develop individualized business plans
- Enter data accurately into multiple systems
- Communicate effectively and professionally with clients, coworkers, and stakeholders
- Take the lead of developing and implementing new programs
- Travel to meetings, training, service delivery, and other work sites
- Provide direct work with business, employers, etc. approximately 50% of workweek
- Travel and/or complete program related functions sitting/ standing at a desk approximately 50% of workweek
- Lift and carry equipment necessary to complete work, approximately 20 pounds

Competencies:

- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.
- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.
- **Cultural Competency:** Demonstrates the ability and understanding to appreciate and interact with people from cultures or belief systems different from one's own such as age, gender, ethnicity, and race in the most fair and productive way.

- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.

Work Environment:

- Typically exposed to office noises and interruptions such as printers, phones, and clients. Office work will be performed in an open cubicle environment sometimes involving distractions.
- Time away from the office involves driving to meet with business owners and community groups and may be subjected to noise, weather, and heat.
- Frequent near-vision use for reading and computer work
- Evening and weekend availability is required as needs of the program dictate.

Disclaimer:

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may or may not be considered to be “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department.

Signature of Employee _____

Date _____

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