



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	951142501	Last Revised:	11/22/2021
Position Title:	Workforce Development Coordinator	Department:	Tribal Employment Rights Office
Reports to:	Manager – Workforce Development	Division:	Independent

Primary Function: Responsible for coordination of a wide range of workforce service activities and day to day delivery of direct services, develop relationships with tribal programs, tribal entities, local businesses and organizations, recruit for open positions and market a job training program. Processes applicants and provides assistance and support services to ensure all eligible participants receive maximum benefits based on the goals, guidelines and objectives for the Workforce Development Program. This position is a grant funded position and will require adherence program plan.

Job Duties and Responsibilities:

- Ensure assigned program activities and grant requirements are implemented successfully;
- Identify, develop and maintain workforce development partnerships and network with other program coordinators;
- Develop effective working relationships with employers and maintain regular contact in order to monitor employment satisfaction;
- Assess the staffing needs of businesses and track employment placement and retention outcomes for program participants;
- Screen job seeker applications/resumes, facilitate interviews, provide quality referrals to employers for employment and maintain an updated internal candidate pool;
- Process all training program applicants, completes supporting documentation as needed, and ensures orientation to participants on the various aspects of programs and guidelines for participation;
- Assist in developing program marketing materials including brochures and other methods to advertise program services;
- Market all programs to tribal programs, tribal entities, local businesses and community-based organizations and facilitate all arrangements for participant placements;
- Prepare materials for and support completion of program reports and budgets as required by the grant funding agencies or as requested;
- Gather, analyze and process program data, prepares summaries, lists, reports, including participant collection of timesheets for payroll;
- Create and maintain an effective filing system to support programs and participant relations;
- Maintains logs of phone and personal contacts with program participants and keeps Manager and Director informed of unusual issues that arise;
- Assesses participants employment capabilities, provides career counseling, makes referrals for employee assistance and special needs assistance to participating program supervisors and managers;
- Maintains confidentiality of all program files.
- Organize, plan, and execute workforce development events as necessary for various assigned projects;

- Participate in professional development through appropriate conferences, workshops, seminars, or webinars;
- Provide input to Workforce Development Manager and TERO Director need to change and make recommendations for improvements to programs and the department;
- Perform other related duties as assigned by Workforce Development Manager and/or TERO Director as necessitated. .

**Education
/Experience:**

- Bachelor's Degree in business, human resources, or related field required. The equivalent combination of education, related experience, and training, six to eight (6-8) years may be accepted in lieu of degree requirement.
- Minimum of five years relevant experience required.
- Valid insurable North Carolina driver's license required. Must obtain Notary Public certification within six months and obtain a certificate in Facilitating Career Development within two years. Twelve months in the position is necessary to become proficient in most phases of the job requirements, including knowledge of TERO policies, procedures and operational guidelines.

Job Knowledge:

Previous experience, training or knowledge about workforce development, candidate screening and project management. Knowledge of the unique federal, state and Tribal relationships existing in the reservation environment, and laws applicable to the same. Must be able to operate a computer, typewriter, calculator, telephone, copy machine, facsimile, postage machines and other office equipment as required. Must have the ability to write routine correspondence and create standard reports. Requires the ability to organize work, deal effectively with the public, communicate effectively both verbally and in writing, follow instructions and work as a member of a group or independently. Must have an understanding of the Tribal Business Preference Ordinance and other applicable state and federal regulations.

**Complexity of
Duties:**

Ability to work independently, prioritize, organize, problem solve and exercise good judgment with minimal supervision. Skilled coordinating a variety of projects simultaneously. Ability to demonstrate flexibility and creativity. An extensive understanding of effective job posting strategies and resources. Knowledge in resume building, interviewing, networking and social media. Working knowledge of MS Office Suite (Word, Excel, PowerPoint) and basic Internet research techniques. Great follow-up skills. Knowledge of social media is a plus. Strong organizational and interpersonal skills are required. Able to work effectively under time pressure and/or deadlines. Experience drafting job descriptions is a plus. Excellent verbal and written communication skills. Willingness to work flexible, varying hours, including evenings and weekends as needed. Deals with tasks, which are repetitive and routine involving clerical and administrative duties. Judgment and initiative are required to maintain accuracy and efficiency. Planning, problem solving, and resourcefulness are necessary to respond appropriately to situations, establish work priorities, and meet scheduled deadlines.

**Contact with
Others:**

Interacts frequently with coworkers and other Tribal personnel. Has phone contacts with outside vendors in which the use of business etiquette, tact and courtesy are required to maintain positive relations. The nature of contacts involves discussions, the exchange of information and responding to questions.

Confidential Data:

Has access to and works closely with all TERO information which is considered confidential and would not be in the best interest of the program to disclose. Must adhere to all Tribal confidentiality policies and procedures.

Mental /Visual

While in the office the duties of this job routinely require standing, walking, sitting, kneeling, reaching, seeing, and hearing. Must be able to lift light to moderately heavy packages.

/Physical Effort:

Environment:

Works in a normal office environment with frequent visits to project job sites.

Scope of Supervision:

Follows established Tribal policies, procedures, and guidelines and Tribal laws and direction from the Workforce Development Manager and TERO Director as necessary.

Supervision Received:

Works under the general supervision of the Workforce Development Manager.

Responsibility for Accuracy:

Close attention to detail and mental concentration are required for duties involving the computer, record keeping and compiling data. Subject to frequent interruptions by phone and in person which required varied responses with each contact.