



# Eastern Band of Cherokee Indians

## WORKFORCE DEVELOPMENT SPECIALIST

### *Position Description*

<b>Program:</b>	TERO	<b>Reports to:</b>	Manager - Workforce Development
<b>Division:</b>	Independent	<b>Position Number:</b>	951137501
<b>Classification:</b>	Non - Exempt	<b>Revision Date:</b>	07/06/2023
<b>Pay Level:</b>	10	<b>Safety Sensitive:</b>	No

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EBCI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

### POSITION PURPOSE

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 the program plan.

### ESSENTIAL DUTIES, FUNCTIONS, & 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.

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- 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.

### Scope of Supervision:

This position is not responsible for supervising others. Follows established Tribal policies, procedures, and guidelines and Tribal laws and direction from the Workforce Development Manager and TERO Director as necessary.

### MINIMUM MANDATORY QUALIFICATIONS

<b>Experience:</b>	Four (4) years of related experience required. Experience in related field.
<b>Education:</b>	Associate's Degree in related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: 3 years with a High School Diploma/GED equivalent.
<b>Licenses &amp; Certifications:</b>	Valid, insurable NC Driver's License required. Must obtain Notary Public certification within six (6) months and obtain a certificate in Facilitating Career Development within two (2) years.

### KNOWLEDGE, SKILLS, & ABILITIES

#### Key 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.
- Twelve (12) months is required to become proficient in most phases of the job.

#### Safety/Accuracy Focus:

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.

#### Key Relationships:

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.

#### Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

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### Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. 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.

### Complexity of Duties:

This position includes completing tasks of varying complexity levels. 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.

### PREFERRED QUALIFICATIONS

No other preferred qualifications.

### WORK ENVIRONMENT

**Work Environment:** Works in a normal office environment with frequent visits to project job sites.

**Mental/Visual/  
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. 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.

### OTHER

**Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

**Background Investigation:** All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

**Drug Screening:** All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

**Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

# WORKFORCE DEVELOPMENT SPECIALIST

## Position Description

### ACKNOWLEDGMENT

I have reviewed the content of the **Workforce Development Specialist** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

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*Employee (printed name)*

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*Employee (signature)*

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*Date*

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*Supervisor (printed name)*

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*Supervisor (signature)*

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*Date*