

Employment Services Technician (Employment Services Technician) - (3860-12)

Highly Competitive Employee [Benefits Package](#) and Generous Paid Time Off

DEADLINE TO APPLY: Open Until Filled

WORK LOCATION:

Job & Family Services
222 E. Central Parkway
Cincinnati, OH 45202

WORK HOURS: Full-Time – 40 hours weekly
(Potential for Hybrid Remote Work Schedule)

STARTING SALARY: \$19.32 hourly

NOTE:

Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment.](#)" Convictions from this list may disqualify a candidate for employment with HCJFS.

Applicants for Children's Services positions cannot provide foster care for children in the custody of Hamilton County.

REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):

- Associate degree
- OR at least ninety-four (94) quarter credit hours or the equivalent in semester/trimester hours with at least one (3) hour course in each of the following: interviewing, office/information technology, basic mathematics, public relations, communications; nine (9) credit hours in English which include basic grammar, writing skills and composition
- OR two (2) years' experience in public contact work involving interviewing and collecting, organizing, analyzing and interpreting complex data or equivalent.
- All candidates must be able to demonstrate strong oral and written communication skills and strong interpersonal relations skills

AGENCY-PREFERRED QUALIFICATIONS:

- Specific experience in Workforce Investment Opportunity Act or similar employer focused service industry.

JOB DUTIES (SUMMARY):

- Coordinates or ensures Eligibility for Services (e.g. reviews and certifies participant eligibility); interviews, evaluates and classifies applicants; determines funding title under which a participant will receive services; promotes all services; reviews and approves training appropriate to title of eligibility. Ensures proper maintenance of files and inclusion of appropriate documentation.
- Coordinates or ensures assessment of participant (i.e. completion of in-depth assessment to identify barriers to employment and determine career pathway), counsels applicants who have problems of vocational choice and/or adjustment; schedules, administers and interprets tests; refers clients to training or other employment programs; services employer job orders, for example: searches files, selects and refers qualified applicants according to employers specifications; selects and refers eligible applicants to special programs or services and performs follow-up activities on all referrals.

- Coordinates and ensures appropriate assignments to Services (e.g. Including testing, counseling, training, selection and referral); develops possible jobs for applicants; writes and services job orders; interviews, selects and refers job applicants; verifies referrals, and administers and scores tests as assigned.
- Coordinates or ensures case management and follow up (e.g. engaging with participants); addressing work-related problems, and mentoring.
- Performs other related duties as assigned.
- Attends conferences and training.

KNOWLEDGE, SKILLS AND ABILITIES: (*Indicates can be developed after employment)

- **Knowledge of:** Preferred candidates will have specific experience in the field of Workforce Investment Opportunity Act, Employer Services, or substantially similar employer focused service industries. Employment and educational counseling; interviewing; tests and measurements; educational and vocational appraisal techniques; labor market data and employment trends; available human resources training and development programs*; public relations; understand labor market data and employment trends; assessment, measurement and testing techniques; the full array of related state and federal benefits*; State and Federal regulations*; budgeting; project planning*.
- **Ability to:** Collaborate with vendors and participants, determine needs, work best suited; gather, collate and classify information about applicants and participants; identify qualified applicant according to specifications for referral; maintain accurate records; write routine business letters; understand and follow technical direction; use statistical analysis; establish and maintain a productive rapport with peers, stakeholders and customers; develop good rapport with clients; handle sensitive telephone and face-to-face contacts with public.
- **Skill In:** Interview assessment and referral techniques; operation of office equipment (e.g., copier, calculator, fax, computer).

ESSENTIAL JOB FACTORS:

- Must undergo a background check via the Ohio Bureau of Criminal Identification and Investigation (BCI). Must have a car, valid driver's license issued by the state of residency and required auto liability insurance.

BACKGROUND CHECKS REQUIRED:

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee