Job Title: Talent Engagement Specialist
Department: Workforce Development & Career Services
Program: Work Experience Program (WEP)/ResCare

Reports To: Program Manager
Pay Range: $16.35/hour ($34,000/annually)
FLSA Status: Full Time/Regular/Non-Exempt

Work Days: Monday through Friday
Customary Hours: 8:30 AM to 5:30 PM (*Hours are extended when work load is increased.)

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable state and federal laws. Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

Position Summary (see program description below)

The Talent Engagement Specialist will be responsible for the administrative duties and supports for the Work Experience Program (WEP).

Duties & Responsibilities

- Perform receptionist duties including but not limited to answering and routing phone calls to appropriate staff, organizing and maintaining files, processing incoming and outgoing mail, greeting visitors and directing them to the appropriate individual, obtaining and compiling participant time sheets.
- Maintain a list of participant referrals from FCDJFS and notify the Center Supervisor if referred participants fail to report within two business days of the referral.
- Facilitate individual or group intake/assessment and applicant job search classes, notifying the assigned WEP Career Advisor when the participant has completed this process.
- Assists in generation of reports including data gathering via the computer, printed reports or other available information.
- Assists with information gathering, disbursing vouchers, searching electronic databases and routine participant inquiries and questions.
- Performs clerical duties such as filing, copying, data entry, prepares letters, memos, correspondence and other materials as directed; maintains calendar of events and personnel schedules.
Communicates participant information to the appropriate case management staff and conduct follow-up with participants and supportive services providers. 
May provide elements of case management services to TANF participants.

Other Duties as Assigned

Program Description
ResCare Workforce Services is the nation’s leading workforce services provider with more than 45 years of experience in successfully matching job seekers with the needs of employers.

With operations in more than 300 locations, our national footprint has allowed us to build an expansive staff of workforce experts who use the industry’s best practices to help reduce poverty, crime and unemployment in the communities they serve.

We customize workforce service solutions for federal, state and local agencies that allow us to assist more than 1 million job seekers and thousands of employers annually.

The Columbus Urban League, is part of the ResCare consortium that is contracted to provide applicant job search classes and work experience services to the community. The objective of the Work Experience Program is to provide experience and training for participants who are receiving Ohio Works First (OWF) and/or Food Stamps and who are not otherwise able to obtain employment, in order to assist them to move into regular employment or self-sufficiency. The program is designed to expand employment opportunities for WEP Participants through training, education, and work experience to avoid long-term public assistance dependency.

The goal of the program is for each WEP Participant to develop the skills, knowledge and experience needed to be able to succeed in securing and retaining gainful employment in the shortest period of time through one of the program components. Further, the program is designed to give them an opportunity to improve existing skills or learn new skills through work experience and training, while promoting their self-esteem as they engage in productive work.

Job Requirements Education and Experience:

- Associate Degree or higher education strongly preferred along with three to five years’ experience performing clerical duties and working with the public demonstrating customer service skills.
- Must be able to work independently or as a team.
- Demonstrated knowledge of computer skills including but not limited to Microsoft Office.
- Ability to develop and maintain professional working relationships. Accustomed to a complex, fast-paced work environment.
- Excellent administrative, organizational and communication skills.
- Ability to handle sensitive materials and perform confidential duties.
- Valid driver license, current auto insurance and reliable transportation are required.

Professional business attire and appearance required.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Language Skills:
- Ability to read and speak English proficiently.
- Bilingual preferred but not required.

Physical Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to talk, hear, and see.
- The employee must occasionally lift and/or move up to 50 pounds.

Work Environment
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate to low.