



National Latino Education Institute

(Formerly Spanish Coalition for Jobs, Inc.)

2011 West Pershing Road

Chicago, Illinois 60609

e-mail: nlei@nlei.org

www.nlei.org

POSITION ANNOUNCEMENT

Position: Workforce Services Specialist

Manager: Business and Community Services Director

Summary: The primary responsibility is to successfully provide workforce services with the ultimate outcome of meaningful job placement. The Workforce Services Specialist takes a holistic approach to customer service ensuring a seamless system for each participant. The position ensures high quality service for each client beginning with recruitment, registration, support, job readiness, individual employment planning through job retention for NLEI participants and its employers and businesses.

The position is the first-line of customer service to community and business clients. Community Workforce Services can be provided in a virtual and/or traditional live format (when needed) adhering to institutional, municipal, state and federal guidelines of safety.

Responsibilities:

1. Supports the mission of NLEI. Upholds organizational policies.
2. Provides the highest level of customer service to prospective, active and returning participants.
3. Responds with urgency to service inquiries on-line and in-person. This can include but not limited to phone, e-mail, virtual platforms and social media.
4. Provides participant assessment and eligibility. Processes registrants and enrollments in job readiness, employment and support services.
5. Maintains database of inquiries with client response outcomes and dates.
6. Communicates and provides accurate and consistent information regarding NLEI service requirements, programs, procedures and job placement opportunities.
7. Develops mutually agreed upon Individual Employment Plans for participants.
8. Must maintain accurate and updated case files on participants.
9. Facilitates job readiness and ensures completion. Job Readiness includes but not limited to digital literacy, resume building, interviewing skills, career mapping and mock interviews with employers.
10. Tracks and maintains participant attendance.
11. Maintains regular communication and a professional relationship with all participants from initial contact to five days of and/or services are completed.
12. Prepares accurate records and completes files documenting a participant's eligibility for enrollment.
13. Complies with regulatory and funder requirements. Supports audit requirements and compliance evaluation visits.
14. Assists in grant vouchering and/or other requirements from funders.
15. Schedules employment opportunities for participants.
16. Conducts and documents follow-up for and with participants and business clients. Follow-ups must be a minimum of once every 30 days for 12 months per participant.

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17. Collect all required verification documentation to support job placement and/or waivers in accordance with requirements.
18. Responds to employer and business client inquires and requests.
19. Maintains accurate records and databases on employers, job requisition and job requisition status.
20. Manages on-line job board transactions as needed.
21. Works collaboratively agency-wide on outreach to create a seamless transition from application through enrollment, registration and job placement process.
22. Provides ongoing institutional, funder and regulatory reporting.
23. Represents NLEI and attends external meetings as needed.
24. Performs other duties as deemed necessary and appropriate.

Qualifications:

- College degree from an accredited school. (A minimum of an AA degree).
- Experience in areas included or related to: job placement, human resources, career services, employment, workforce development, enrollment management and/or staffing.
- A minimum of 1-year work experience in services for adults in either career advising, student advising, career development instruction, job placement or in the area of Social/Human services, education, workforce development or economic development.
- Excellent written and verbal communication skills.
- Must be detail oriented with experience in advanced administrative work requiring records maintenance.
- Ability to organize, prioritize and meet deadlines efficiently.
- Proficiency in Microsoft Office Suite, Database Management and solid math aptitude.
- Advanced skills in web-based communication platforms, virtual services, and social media.
- Familiar with MS Teams and/or applications such as ZOOM, Webex, or GoTo.
- Bilingual in English and Spanish
- Experience in grants reporting and public funding desired.
- When required, must be able to travel to local meetings, conferences, venues and professional development activities. Due to pandemic, travel is temporarily suspended and commitments are held virtually.

To Apply send resumes to: resumes@nlei.org

About NLEI:

Incorporated in 1972, NLEI is a nonprofit 501 (c) (3). NLEI is a unique organization as it is an education institution and a nonprofit community-based organization serving the LatinX community and underrepresented populations. NLEI offers programs that are nationally accredited and approved by the IL Board of Higher Education, the U.S. Department of Education, a partner of the American Jobs Center, the IL Veterans Administration and a National Center for Competency Testing (NCCT). NLEI also provides community workforce services and has a myriad of credentialing partners and industry relationships. E/E/O

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