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**Community Career Development, Inc.  
Department of Human Resources  
Job Description**

**Job Title:** Career Planner  
**Department:** Program  
**Reports To:** Program Manager  
**FLSA Status:** Non-Exempt  
**Approved By:** Human Resources

**JOB DESCRIPTION**

Under general supervision of a Program Manager, the Career Planner will provide support and career guidance services for adult and/or youth clients, including diagnostic testing and other comprehensive assessments, information on occupations with clear career paths in high-growth industry sections, development of an individual employment plan, information on eligible training providers and specialized training, Comprehensive AJCC and AJCC partner system navigation, and conduct workshops and other similar basic and individualized career services.

The Career Planner will work with various programs, services, and partners of the agency in an effort to meet outcome goals as set by the City, County, State, and Federal funding agencies. Additionally, this position involves coordinating with partners and sponsors in the development and implementation of marketing/outreach strategies, organizing, and coordinating specialized workshops, business expos, job fairs, and other activities. The Career Planner must be a strong team player with a dedicated work ethic, and will confer with management, supervisors, and staff to identify customer needs and employment opportunities. The Career Planner will be required to interview applicants to obtain work history, education, training, job skills, and salary requirements

**DUTIES AND RESPONSIBILITIES**

- Have thorough understanding of Workforce Innovation Opportunity Act (WIOA) guidelines/requirements as it pertains to participant eligibility and program operations.
- Create and close job opportunities for qualified participants relative to their educational training and/or previous work experience. Follow-up required.
- Create and maintain Individual Employment Plans (IEP), Individual Training Accounts (ITA), On-the-Job-Training (OJT) employment opportunities, and Work Experience (WEX) opportunities, for our qualified participants relative to their educational training and/or previous work experience. Follow up required.
- Effectively identify participant's employment needs through good judgment and interview techniques.
- Interviews employers/clients to determine needs.
- Provides assistance and guidance relating to the interview process.

- Develops job opportunities for clients and acts as a liaison between the employer and clients.
- Conducts employer outreach as needed.
- Provides referrals to community partner/agencies/resources as necessary.
- Follows labor market trends to identify industries or occupations with growth in openings and employment potential.
- Conduct program presentations to participants, collaborative partner agencies, business contacts and/or other groups as necessary.
- Attend Training and/or Meetings when scheduled.
- Meet performance and outcome goals as set by the City, County, State, and Federal funding agencies.
- Other duties as assigned.

### **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. CCD is an equal opportunity employer. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. A valid Class C California Driver's license and the ability to maintain insurability under the agency's vehicle insurance policy.

### **EDUCATION AND/OR EXPERIENCE:**

- Bachelor Degree in relevant field and/or 2 years successful Workforce Development experience for a similar organization or in social work; non-profit experience preferred.
- Must be detail oriented and have the ability to write clear, concise, professional case notes (excellent communication and organizational skills).
- Must be able to read and write effectively to follow and understand procedures and communicate necessary information (excellent organizational skills).
- Must be flexible, reliable, dependable and able to work in TEAM environment.
- Ability to use good judgment, interview techniques and interpersonal skills.
- Strong working knowledge of Computers and Software Programs.
- Excellent communication skills are required, both verbal and written.

### **WORKING CONDITIONS:**

Performing duties may require spending the majority of the day standing, sitting, walking up and down stairs and/or driving back and forth to off-site locations. Reliable transportation and a valid driver's license and insurance are a must. This position also requires that you be able to work well under stress and meet deadlines.

### **ADAPTABILITY/FLEXIBILITY**

Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems. Recovers quickly from setbacks, and finds alternative ways to reach goals or targets. Copes well and helps others deal with the ongoing demands of change; sees and shows others the benefits of change.

## **COMPETENCIES**

CCD serves a diverse population. Individuals must be comfortable and adept working with all types of individuals, including those with disabilities, cultural differences, and all individuals with barriers to employment.

Individuals must exhibit a polished and professional demeanor at all times. Show interest in, anticipate, and respond timely to customer needs. Go beyond basic service expectations. Seeks ways to improve service delivery. Recognizes adverse customer reactions and develops better alternatives.

*All position assignments are subject to performance evaluation, funding source availability, and agency needs.*

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## **HOW TO APPLY**

Send a cover letter and resume to [apply@communitycareer.org](mailto:apply@communitycareer.org) for consideration with "CAREER PLANNER (YOUTH)" in the subject field. Recruitment for this position will end upon receipt of a sufficient number of resumes or until position is filled. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. No phone calls please.