



POSITION: Field Representative

DEPARTMENT: RMSEr/WORKFORCE

EMPLOYMENT TYPE: Exempt

EMPLOYEE STATUS: Full-time / Year-round

SUPERVISOR: Area Manager

POSITION SUMMARY

Responsible for providing employment and training information and guidance to residents and employers within a defined geographical area through a comprehensive multi-service program. Conducts individual interviews to determine client eligibility for multiply programs and grants that are offered through RMSEr. Responsible for maintaining client files, case management notes, and the overall services that clients receive from RMSEr. Represents RMSEr by providing local agencies, vendors, and the public with information on the services and programs being offered.

ESSENTIAL FUNCTIONS OF THE ROLE

- Conducts individual counseling interviews with clients identifies social, personal, and behavioral problems that may interfere with successful job placement and retention.
- Provides counseling in job search techniques, identifies client employment and educational goals, work experience and supportive service needs.
- Determines the appropriate referrals to available job openings, refers non-eligible applicants to other service agencies.
- Evaluates client's information from various sources and interprets result to clients: outlines services needed to prepare clients for job placement, vocational training, O.J.T. and Work Experience.
- Conducts the client interview and completes the client intake process, including enrollment application, verifying program eligibility, and completing the ISS.
- Establishes employer contacts acquainting employers with the problems and needs of potential employees that have economic and social barriers. Becomes thoroughly familiar with potential O.J. T. and direct placement vendors entry level skill requirements, job site locations, hours and shifts, advancement potential, company benefits and policies, working environment, employment procedures, etc.
- Maintains a caseload of O.J. T., Work Experience and Classroom Training participants. This includes client counseling, maintaining up-to-date client log notes, which should be dated and initialed after every entry, monitoring all contracts, and securing time sheets for submission on a timely basis.
- Will work under the Workforce Area Manager to coordinate program activities with other organizations and agencies to improve service delivery to individual clients.



- Assist in the development and dissemination of packets including brochures, leaflets, and procedures available for employment and training.
- Prepares detailed quarterly reports and success stories for Workforce Director.
- Other duties as assigned.

EDUCATION

- 32 Semester hours in Sociology, Psychology, Business Administration or a related field from an accredited college or university. Plus, one year experience in working with people who have social/cultural, economic barriers as an employment counselor, in client assessment, job referral, and job placement.
- Applicants with a bachelor's degree in related field, may substitute education for one year requirement of work experience.
- Or a minimum of a high school diploma or GED certificate. Plus, two years' experience in working with people who have social/cultural, economic barriers as an employment counselor, in client assessment, job referral, and job placement.

SKILL REQUIREMENTS

- Ability to read and understand written materials and compose information in written form.
- Understand and perform basic mathematical computations.
- Experience in working within a developed schedule and meeting assigned deadlines.
- Ability to apply problem-solving skills essential in developing solutions for unanticipated issues and challenges.
- Ability to maintain a professional and calm demeanor in an emergency and/or confrontational situation.
- Bi-lingual English/Spanish- Preferred (Preferred for National Farmworker Jobs Program)
- Computer skills are required.
- Knowledge of principles and techniques of interviewing, counseling, assessment, and job development.
- Knowledge of local labor market conditions.
- Knowledge on characteristics and factors that make up the elements of employment barriers.
- Ability to determine the employment goals and needs of clients and to develop employment opportunities.
- Must be able to provide own transportation to multiple locations for scheduled and unscheduled appointments. Bus service is not a timely option. If operating a vehicle, you must have a valid driver's license and current State of Colorado mandated insurance on the vehicle.



- Demonstrates responsible professional work behavior while working with other employees, parents, and contacts from outside organizations. Respects everyone's cultural diversity, ethnic background, and personal work style.

DRIVING SAFETY

- All staff driving a personal vehicle for any RMSEr related business shall maintain a valid driver's license, insurance, and must always operate the vehicle in a safe manner.

TRAVEL REQUIREMENTS

- May have to work at other sites within the organization.
- Ability to travel to the designated location and attend the RMSEr Annual Conference.
- May attend out of town or out of state overnight meetings or conferences to gain information on any changes in Workforce Programs and or in RMSEr policies.
- The percentage of time being in the workforce office will be at approximately 70% with approximately 30% of time being out of the office.
- This position may be required to drive and travel to other workforce offices to receive training and/or attend Agency meeting(s). Local travel could be daily depending on scheduling of meetings and business contacts.
- This position may be required to attend training or conferences pertaining to workforce out of state for periods of up to one week. Must be able to fly to these destinations. Out of state travel may occur up to 6 times per year.

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 frequently required to sit; stand; stoop; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and talk or hear.
- Ability to grasp and manipulate office equipment and similar other tools and materials in the performance of duties.
- Ability to lift 20 pounds on a limited basis.
- Ability to operate a vehicle.
- Ability to participate in routine conversation in person or via telephone, and distinguish telephone, radio/pager signals, alarms, and other auditory tones.
- Ability to distinguish small objects at near and far distance in conditions of bright or low light. Ability to see objects in a wide field of vision.



- May be exposed to medical/health conditions of known and unknown origin.
- May be exposed to the threat of direct or indirect violence/conflict by other individuals, and other anticipated circumstances associated with the profession.

STATEMENT OF UNDERSTANDING

This job description is a general description of the essential functions. It is not intended as an employment contract. It is not intended to describe all duties that someone in this position may perform. All employees of Rocky Mountain SER/Jobs for Progress, Inc. (RMSEr) are expected to perform tasks as reasonably requested, as related to this position, by management regardless of job title or routine job duties.

RMSEr is committed to equal employment opportunity and will not discriminate against an applicant or employee based on race, color, religion, creed, national origin or ancestry, pregnancy, sex, sexual orientation, sexual stereotypes, gender identity, marital status, age, disability, veteran or military status, genetic information or any other legally recognized protected basis under federal, state, or local law.

Applicants and employees with disabilities may be entitled to reasonable accommodations under the Americans with Disabilities Act and certain state or local laws. A reasonable accommodation is a change in the way things are normally done which will ensure an equal employment opportunity without imposing undue hardship on RMSEr. Please inform the recruiter or a member of human resources if you need assistance completing this application, to otherwise participate in the application process or to perform the essential functions of the position.

I have read and understand the above position description. I assert that I can perform the essential job functions (with or without reasonable accommodations) and meet all the requirements of this position.

I understand and acknowledge that employment with RMSEr is "at-will." There is no agreement between RMSEr and me for any definite period of employment. Either RMSEr or I may terminate the employment relationship at any time, with or without cause or notice.

Employee Signature

Date

Employee Printed Name