

THE COORDINATING & DEVELOPMENT CORPORATION
Division of Workforce Development

TITLE: Account Executive

GENERAL:

- Inform and provide customers with WIOA and LWC services such as preparing resumes, interviewing techniques, job searches, instruction in soft skills, instruction in personal appearance, etc.).
- Attend workshops.
- Collect/obtain and verify personal information on customers such as birth certificates, social security cards, income etc. Respect and protect the privacy of customers when gathering, recording, storing and sharing confidential information.
- Interview the customer to determine his or her needs. Assist in the application eligibility determination for the customers. Determine the intensive services needed and the funding source.
- Be able to determine if a customer is eligible for services with other agencies and, if needed, assist with customer referrals.
- When requested, respond timely to monitor report findings.
- Other duties as assigned by management.

EXAMPLES OF WORK:

- Evaluate customers with a career assessment, as well as a basic skills assessment to determine whether the customer would be suitable for his or her desired training choice. Verify WIOA eligibility of training school and training course.
- Confer with customer to develop and implement an Individual Employment Plan (IEP). This plan is a “work in progress” as the customer follows through with his/her training. Monitor and adjust the Individual Employment Plan (IEP) throughout the customers training.
- Develop a financial plan for the customer by using an Individual Training Account (ITA) to determine total cost of training and monitor expenditures of the training funds throughout the customers training.
- Maintain close contact with clients during training in order to resolve any problems that arise.
- Monitor and record client’s progress in order to ensure that goals and objectives are met.
- Obtain and record employment information on customers. Collect any follow up information.

- If needed, provide requested follow up services to customers.
- Able to proficiently navigate the HiRE system for customers, employers, and staff.
- Enter customer's information into the HiRE system.
- Maintain each customer online file by managing case notes, activities, the ending dates of activities, exit information and follow up.
- Engage in public outreach to provide information on program services.
- Promote cooperation and collaboration with partner organizations in order to maximize the customers' opportunities for success.
- Develop and maintain relationships with community referral sources such as school and community groups.
- Address community groups to provide them with information of services.

NECESSARY KNOWLEDGE, SKILLS, and ABILITIES:

- Maintain a knowledge of principles and processes required for providing career and training services to customers. This includes customer needs assessments,
- Knowledge of local area employers, community services, and the ability to refer customers to them.
- Dependable – Consistent and reliable presence at work.
- Speaking – Effectively communicate with other people to convey information.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points made, asking questions as appropriate.
- Service Orientation - Actively looking for ways to help people.
- Writing Communication - Effective in writing as appropriate.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Management of Customers - Motivating, developing, and directing people.
- Active Learning – Ability to understand new information.
- Knowledge of Microsoft Office Software.

REQUIRED TRAINING AND EXPERIENCE:

- Associates or Bachelor's degree preferred; however, years of similar work experience will be taken into consideration.

The Coordinating & Development Corporation expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of The Coordinating & Development Corporation's employees to perform their job duties may result in discipline up to and including discharge.