

**Wabash Area Development, Inc.**  
**Job Description**

**Job Title:** Career Planner  
**Department:** Outreach  
**Reports to:** CSBG-WIOA Director  
**Grade Level:** Grade VI  
**Prepared by:** Critical Records/Risk Management Coordinator  
**Prepared date:** 10/4/17  
**Approved by:** Executive Director  
**Approved date:** 12/12/17

**Summary: The Career Planner is a county level representative for Wabash Area Development, Inc. They are responsible for meeting and/or exceeding the WIOA program requirements. They are responsible for providing employment counseling/guidance to all persons, parties and entities both public and private as assigned. Ensure that the WIOA Director stays informed of all local conditions, internal or external that in any way may affect the program or the operation of Wabash Area Development, Inc.**

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

The recruitment, interviewing and assessment of applicants. Provide coaching, counseling, support and follow-up to participants to assist with successful completion of the programs.

Secure required information and documentation from applicant. Secure additional documentation from other community sources when needed.

Provide appeals information to all applicants.

Timely and accurate submission of all required program paperwork/reports to the program director.

Refer applicants to other community program/agencies when appropriate.

Contact local businesses to secure job sites for on the job training/work experience contracts.

Responsible for immediately notifying Supervisor, in writing of problems or abuses of any agency policies, procedures or program operation.

Facilitate public relations by maintaining a positive working relationship with the target population and all other related groups and organizations within the community.

Establish and maintain adequate recordkeeping, reporting and filing a client eligibility systems adequate to meet internal and external reporting processes in a timely and accurate manner of all reports required to the Central Office, effective service delivery, program monitoring and evaluation.

Maintain confidentiality regarding clients, staff and/or all agency matters.

Performs other duties as assigned by supervisor or his/her designated representative.

**Supervisory Responsibilities:** This job has no supervisory responsibilities.

**Competencies** – To perform the job successfully, an individual should display the following competencies:

Analytical – Collects and researches data; uses intuition and experience to complement data.

Design – Demonstrates attention to detail.

Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics.

Technical Skills – Pursues training and development opportunities; Strives to continuously build knowledge and skills.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal skills – Maintains confidentiality; Remains open to the ideas of others and tries new things; Listens to others without interrupting; Keeps emotions under control; Respects others time and space.

Oral communication – Demonstrates group presentation skills; Participates in meetings; Listens and gets clarification.

Written Communication – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; Contributes to building a positive team spirit; Exhibits objectiveness and openness to other's view.

Leadership – Inspires and motivates others to perform well; Gives appropriate recognition to others.

Ethics – Treats people with respect; Keeps commitments; Inspires trust of others; Works with integrity and ethically; Upholds organizational values.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality – Is consistently at work and on time; Arrives at meetings and appointments on time; Ensures work responsibilities are covered when absent.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports the organization's goals and values.

Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently.

Cost Consciousness – Works within approved budget; Develops and implements cost saving measures.

Quantity – Completes work in a timely manner; Always willing to help others when feasible.

Adaptability – Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for their own actions; Follows through on commitments; Understands the dynamics of the operation of a successful business.

**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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:** Associate Degree in Human Services, Management or other degree directly relevant to the position or equivalent experience in a similar position. Experience must be directly related to responsibilities of position. Prefer working computer knowledge, clerical and public relations skills. Needs an understanding of the concept of team management. May be required to complete Family and Community Development training within one year of employment.

**Language Skills:** Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions from groups or managers, clients, customers, and the general public. Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to deal with involving several concrete variables in standardized situations. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to apply common sense understanding to carry out instructions furnished in written oral, diagram form.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of Database software; Internet software; Inventory software; spreadsheets; and Word processing software.

**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 sit; use hands to finger, handle, or feel; talk; and hear. The employee is frequently required to stand; walk, reach with hands/arms and climb or balance. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 lbs and occasionally lift and/or move up to 50 lbs.

**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.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The noise level in the work environment is usually moderate.

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Staff Signature

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Date

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Supervisor's Signature

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Date