

Employer Career Pathways
Lancaster County Workforce Development Board
PA CareerLink® Lancaster County



PA CareerLink® Lancaster County
1046 Manheim Pike
Lancaster, PA 17601

www.equusworks.com/careers

Business Description:

Equus Workforce Solutions® is a comprehensive provider of workforce development services in North America. Our fifty-plus-year legacy of experience encompasses the development, design and delivery of demand-driven workforce solutions.

We are drivers and collaborators for workforce systems change, including adapting to changes in legislation, job seeker demographics and market and industry changes. We do this by integrating data-driven technology, expanding access to services and streamlining partner-supported service delivery.

Knowledge, Skills and Abilities Needed. We're looking for employees who have or are:

A passion for helping people and changing lives. You are a self-motivated and flexible team player. You consider yourself to have strong organizational, interpersonal, and communication skills. You're driven and comfortable multitasking in a fast-paced environment. You take pride in your customer service background and are familiar working with commonly used job search websites and resources. You enjoy making connections with others both in-person and over the phone. You have a bachelor's degree or higher and two (2) years of experience providing career or related services and are ready to make an impact. Want to stick out above the rest? We'd be blown away if you have previous experience working in social services and with individuals from a diverse range of backgrounds.

Talent Engagement Specialist

In this **Talent Engagement role**, you will be an integral part of the **Operational** team, responsible for greeting clients and managing the reception area, client outreach, and appointment scheduling. In this

role, it is integral that you manage client information in the database and see each client through to completion. You will support management by gathering needed data and generating reports.

Qualifications

You are a **self-motivated** and **flexible team player**. You consider yourself to have strong **organizational, interpersonal, and communication skills**. You're driven and comfortable multitasking. You take pride in your ability to recognize and solve problems as they arise. You enjoy making connections with others both in person and over the phone. You have a High School or General Education Diploma or higher and 1-2 years of clerical experience and are ready to make an impact.

Pay rate: \$20 to \$22/hour

Lead Talent Engagement Specialist

In this **Lead Talent Engagement role**, you will be an integral part of the **Operational** team, responsible for greeting clients and managing the reception area, client outreach, and appointment scheduling. In this role, it is integral that you manage client information in the database and see each client through to completion. You will support the Talent Engagement Specialist by providing coverage and a leadership role. You will support management by gathering needed data and generating reports and providing administrative support at meetings and events.

Qualifications

You are a **self-motivated** and **flexible team player**. You consider yourself to have strong **organizational, interpersonal, and communication skills**. You're driven and comfortable multitasking. You take pride in your ability to recognize and solve problems as they arise. You enjoy making connections with others both in person and over the phone. You have a High School or General Education Diploma or higher and 1-2 years of clerical experience and are ready to make an impact.

Pay rate: \$22 to \$24/hour

Site Administrator

Conducts continuous improvement evaluations to assess and respond to the workforce and economic development needs and expectations of local businesses and the community. Analyzes and reports using collected data on customer flow, delivery of services, and operational success and areas of opportunities through continuous improvement efforts. Develops and/or maintains a means of receiving internal and external customer feedback and addressing customer complaints in an efficient and timely manner. Establishes and communicates specific and measurable performance standards in conjunction with the Operator and input from site staff. Implements an action plan that is developed in conjunction with the One Stop Operator that supports Fiscal Agent's strategic plan and meets the needs and expectations of all key stakeholders. Develops and maintains effective relationships with local entities business and industry partners, educators and other community leaders that enhance services. Assists in the coordination of appropriate community outreach and marketing efforts to attract new customers. Provides day-to-day functional supervision over all staff to fulfill operational functions and service

delivery within funding streams, collective bargaining agreements and governmental regulations. Oversees fiscal management of the site in collaboration with Operator and Fiscal Agent; recommends budget changes based on analysis of expenditures, data trends, and service projections. Evaluates and assesses to recommend operational needs of career centers; collaborate with Operator, partners, and Fiscal Agent to develop and monitor resource sharing agreement (RSA) and budget (RSAB). Assesses the service delivery needs to determine workforce requirements and coordinates with the Operator to address identified staffing needs. Assesses and ensures adequate inventory of equipment, tools, materials and supplies; Ensures accountability for expenditures made with federal, state and local funds.

Qualifications

Bachelor's degree from an accredited university or college preferred; equivalent education and direct work experience required. Working knowledge of workforce development trends and issues, including a working knowledge of the Workforce Innovation and Opportunity Act (WIOA). Professional knowledge with strong interpersonal skills, written and oral communication skills. Ability to effectively read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to solve practical problems and deal with variables in situations where only limited standardization exists; define problems, collect data, establish facts and draw valid conclusions. The individual must be a team player, be able to work and decide independently and establish and maintain effective working relationships with subordinates, supervisors, associates, outside agencies and general public. Must possess proven leadership skills.

Payrate: \$60,000 to \$65,000

One-Stop Operator

Observe, collect and report information on One-Stop System to support functional operations, report on performance to track overall system goals; system activities and outcomes (referrals, results, customer feedback, staff feedback) to the LCWDB; and provide recommendations for improved outcomes. Familiarize and provide support for continuous improvement of partner responsibilities and contributions agreed upon in the system Memorandum of Understanding, to avoid duplication of services, partner referral, partner systems and practices, and streamline processes. Supports the LCWDB in the development and implementation of strategies for operational and performance excellence. Support partnership and outreach development. Observe and collect data with the intent of identifying opportunities for continuous improvement. Maintain an online repository of one-stop system operations, activities, materials, and documents. Ensure the availability of all marketing and informational materials of one-stop system partner programs. Ensure the availability of all Labor Market Information, training information, and the coordination with other grant sources that support Workforce Development Board demand industries. Provide operational and logistical support for the delivery of services from the required One-Stop partners and service providers to ensure each partner contributes to the support from the One-Stop Center. Provide recommendations for professional development and service delivery innovations. Other duties as assigned.

Qualifications

Bachelor's degree from an accredited college/university in management, organizational development, project management, business administration, or similar field is required, or 5-years of equivalent experience. Lead other projects of comparable size and complexity, or experience in a comparable role with similar required skills. Familiarity with the communities being served, with knowledge and understanding of local needs and resources. Demonstrated knowledge of labor market trends. Demonstrated customer service skills. Excellent written and verbal communication skills. Proficient in Microsoft Windows and Office (Word, Excel, PowerPoint). Valid Driver's License in good standing and proof of current automobile insurance required

Preferred:

Project management experience is preferred, at least 2-years.

Certified Associated of Project Management, (CAPM), Project Management Professional (PMP), Six-Sigma certification is preferred.

Pay rate: \$75,000 to \$80,000