

SOUTH CENTRAL TENNESSEE DEVELOPMENT DISTRICT

**Position:** Career Advisor  
**Classification:** Full-Time or Part-Time  
**FLSA Status:** Non-Exempt  
**Pay Range:** \$18.50 - \$21.00 HOURLY

**Introduction:**

The Career Advisor, supervised by the SCTDD WIOA Coordinator, is a primary field-service representative for SCTDD's Career Service Provider (CSP) function within assigned areas of the Southern Middle Tennessee Local Workforce Development Area. The purpose of the Career Advisor position is to facilitate the process by which individuals identify, prepare for, obtain, and maintain self-sufficient employment. The Career Advisor maintains continuous contact with customers to ensure completion of program objectives and follows up with them one year after employment goals have been achieved and customers have exited the program.

**Qualifications:**

- Bachelor's degree in psychology, social work, business administration, or related field preferred.
- High School Diploma (Required)
- One year experience in the employment and training field or with workforce development programs, or case management. Case management skills are desired.
- Valid Tennessee Driver's License
- Automobile Liability Insurance (\$100,000/300,000 limits of liability)

**WORKING CONDITIONS:**

Flexible working hours (Normal work hours are 8:00 a.m. – 4:30 p.m., but this position may require some evening and weekend work hours). Normal sitting and movement in an office environment. May require occasional moving up to +/-30 pounds, bending, stooping, or climbing. The work will be performed mainly indoors in an office environment, but there may be exposure to tobacco smoke, dirt, dust, and foul odors. Requires travel to counties within the thirteen-county service area for meetings and other job-related activities. Will require some travel for training outside the thirteen-county area and occasional overnight travel.

**Essential Duties of the position:**

- Recruits prospective customers, determines eligibility and provides comprehensive activities to eligible youth and adults, including a variety of options for improving educational and skill competencies and providing effective connections to employers.
- Provides program services in compliance with policies and procedures, as well as federal laws and regulations.
- Identifies, administers, and interprets assessment instruments and interviews clients to determine their career and educational needs, skills, aptitudes, work values, personality, work strengths, and barriers.

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- Develops individual employment plans that identify the customer's employment goals, barriers to employment, appropriate achievement objective, and the appropriate combination of services to achieve the employment goals.
- Provides career guidance and facilitates career planning through the use of local, state, and national electronic and non-electronic labor market information and client assessment.
- Responds to walk-in and phone inquiries of job seekers, provides orientation to services and refers customers to jobs, training, and educational programs.
- Coordinates services with other agencies and provides supportive services, including linkages to community services and assistance with transportation, childcare, housing, work attire, or other supportive services.
- Works as a team member to achieves program performance goals, including customer service, employment, earnings, and credential goals.
- Coordinates with Tennessee Department of Labor and Workforce Development (TDLWD) and American Job Center partner staff to match job seekers with employer needs and to provide job clubs, job placement activities, job seeking skills and tools, and job readiness workshops.
- Assesses job seeker's skills, resume, cover letter, interviewing skills, and personal appearance and compiles hot list of job-ready customers for Business Services Team.
- Monitors job seeker's progress and provides follow-up services, which may include career guidance, supportive services, contact with employers, job search assistance, career development, and other services specified by the Workforce Innovation and Opportunity Act (WIOA) and the Southern Middle Tennessee Local Workforce Development Board (SMLWDB).
- Documents monthly customer contact and progress toward employment goals for active customers and quarterly contacts for exited customers on automated case management system.
- Completes follow-up and other required reports.
- This position has no supervisory responsibilities. The Career Advisor delivers career services at the assigned American Job Center location and may be responsible for monitoring the SCTDD-occupied workspace to ensure that it remains safe, secure, and well maintained. One-Stop Operator functions—including coordination of one-stop partners and overall management of American Job Center operations—are performed by the designated One-Stop Operator and are outside the scope of this position, consistent with the organizational firewall maintained under 20 CFR 679.430.
- Works in conjunction with Business Services Division to establish community relationships and maintain contact with area employers to assess needs and match job seekers to employers.
- Meets deadlines as required.
- Other duties as assigned.
- Adheres to SCTDD's confidentiality policy, professional ethics and standards, demonstrating work habits which comply with SCTDD

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Personnel Policies and Procedures.

**Required knowledge and abilities:**

- Requires knowledge of career guidance, career assessment tools, community resources, career websites & resources, and supportive services.
- Requires strong decision-making and problem-solving skills as well as effective oral and written communication skills.
- Ability to work with diverse customers, students, and community members.
- Ability to function effectively as a team member.
- Ability to communicate with customers, including listening, asking relevant questions, and giving appropriate guidance and feedback.
- Able to demonstrate proficiency or understanding of various computer software applications, including Word, Excel, Access, and the Internet to access job search resources, complete reports and other job requirements.
- Knowledge of community/professional resources to assist clients in career/life planning.
- Must possess strong time management and organizational skills and demonstrate the ability to handle large customer caseloads and document monthly contacts.
- While performing the duties of this job, the employee is frequently required to sit; stand; stoop; bend; walk; talk; hear; use hands to grip, type; reach with hands and arms, occasionally required to stand or walk on uneven surfaces; climb stairs; run. Lifting up to 30lbs 2-3 times per day

**Pre-Employment Requirements**

- Successful completion of pre-employment drug screening
- Satisfactory results from criminal background check

**Equal Employment Opportunity**

SCTDD (South Central Tennessee Development District) is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, genetic information, or any other protected characteristic under federal, state, or local law. We are committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA).

**Disclaimer**

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

Nothing in this job description restricts managements right to assign or reassign duties and responsibilities to this position at any time.

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**Employee Acknowledgment**

I acknowledge that I have received and reviewed this job description. I understand the essential functions, requirements, and responsibilities of this position. I further understand that this job description does not create an employment contract and that my employment remains at-will.

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Employee Signature

\_\_\_\_\_

Date