



Job Title: Talent Specialist

Department: Workforce Services

Location: Region 1

Reports To: Talent Services Manager

Supervisory Responsibilities: None

Organization Overview: UPward Talent Council, hereafter referred to as Upper Peninsula Michigan Works! (UPMW) is a driving force in the competitive world of workforce development and economic prosperity. UPMW serves the 15 counties of Michigan's Upper Peninsula.

Position Overview: Talent Specialists function as a team to assist employers in filling their talent needs. The primary function of this role is to ensure the connection of UPMW to the business community by recruiting, identifying, upskilling, and matching job seekers with employer talent needs.

Essential Job Functions:

- Oral Comprehension and Expression – The ability to listen to and understand information and ideas presented through spoken words and sentences and to communicate information and ideas in speaking so others will understand.
- Written Comprehension and Expression — The ability to read and understand information and ideas presented in writing and communicate information and ideas in writing so others will understand.
- Deductive Reasoning — The ability to apply general rules to specific problems to produce answers that make sense.
- Information Ordering — The ability to arrange things or actions in a certain order or pattern per a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Active Learning – The ability to understand the implications of new information for both current and future problem solving and decision making.
- Time Sharing – The ability to shift back and forth between two or more activities or sources of information.
- Driving – The employee must possess a current, valid driver's license and be able to travel within the UP.

Specific Job Duties:

- Greet and engage customers within the American Job Center in person or via telecommunications.
- Convey customer service excellence by acknowledging people, smiling, being polite and courteous, showing empathy, offering help, and following up.
- Using the funnel of services, determine the customer's employment related need(s).
- Assist with access to technology and office equipment, such as computer, internet, printer, copier, fax, phone, UIA phone, video equipment, etc. for career services.
- Provide general career coaching activities such as job search, resume writing, interview preparation, occupational and in-demand job information, referrals for resources, financial aid, etc.
- Provide staff-assisted career services such as workshops, determining program eligibility, career planning, skills assessment, referrals to specific jobs/employers, meaningful assistance with UIA, etc.



- Provide individualized career services such as program enrollment, supportive services, rehabilitative planning and accommodations, development of Individual Employment Plans (IEPs) and case management.
- Plan and coordinate training services to overcome skills gaps, obtain credentials or further other employment-related goals.
- Connect customers to appropriate community resources that will assist in removing barriers to employment.
- Ensure proper documentation of enrollment, participation, exit, and follow-up as directed by program guidelines, policies, and procedures.
- Provide services required under the Workforce Innovation and Opportunity Act (WIOA), Employment Services, PATH, Trade Act, and other workforce development programs.
- Establish relationships with partners that will strengthen services and connect customers to relevant resources.
- Maintain knowledge of current services, high-demand sectors, and job openings.
- Collaborate with team members to connect talent with training and business services for positive customer outcomes.
- Work with others for career awareness activities, job fairs, talent tours and other Workforce Services' outreach, activities, and events.

General Job Duties:

- Provide high quality customer service to all customers, internal and external.
- Promote access to and use of all available Workforce Services resources.
- Use applications in the Microsoft Office Suite to advance work.
- Maintain timely and accurate data entry.
- Develop and continually increase knowledge as a Subject Matter Expert (SME) in a selected area(s).
- Create, produce, and provide written materials as needed.
- Develop and maintain trusting relationships; uphold confidentiality and standards of professionalism in all activities.
- Represent Michigan Works! positively in public; be an ambassador in the local community.
- Other duties as assigned.

Education / Qualification Preferences:

- Some post-secondary education preferred.
- Strong interpersonal skills and ability to communicate using physical and mechanical medium.
- High attention to detail, proofreading and data entry expertise.
- Proficient with Microsoft Office and other standard Applications.
- Demonstrated writing, proofreading and grammar skills.
- Empathy and impeccable integrity.

Status: Non-exempt, regular, full-time.

Expected Hours of Work: Normal office hours (8-5), occasional evening hours.

Travel Requirements: Occasional travel may be required.

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