

Job Performance Planning and Evaluation Program

JOB PERFORMANCE CATALOG

For

**EMPLOYMENT COUNSELOR 2**

and

**EMPLOYMENT COUNSELOR 1** flexing  
to Employment Counselor 2 positions

To be used for developing Job Performance Plans  
effective March 1, 2010

## EMPLOYMENT COUNSELOR 2

### Major Job Responsibilities

- 3651. Receiving Applicants/Claimants for Services
- 3652. Interviewing Applicants/Claimants
- 3656. Providing Employment Assistance
- 3657. Administering Aptitude and Proficiency Tests
- 3658. Taking Job Orders
- 3659. Coordinating with Other Employment Service Offices
- 3660. Selecting, Referring, and Placing Applicants
- 3661. Performing Office/Clerical Functions
- 3664. Developing and Maintaining Professional Relationships with Employers and Other Community Groups
- 3665. Conducting Employment Counseling

### 3651. Receiving Applicants/Claimants for Services

- 3651A. Checks applicant/claimant waiting time to insure that prompt service is provided, and always advises management when waiting time exceeds an acceptable time frame.
- 3651B. Questions all applicants/claimants in a pleasant manner and always accurately determines their needs, and refers them to the proper unit for service.
- 3651C. Always gives applicants/claimants all the proper forms and thorough instructions for completing them prior to initial interview.
- 3651D. Calms or seeks assistance in calming unruly applicants (boisterous, argumentative, intoxicated, etc.).
- 3651E. Exhibits diligence in periodically checking the waiting line for applicants in special categories, and assists them in proper priority.
- 3651F. Always answers telephone inquiries quickly and courteously. Consistently gives accurate information, or refers all callers to the best appropriate sources of information.
- 3651G. Never discourages or denies an applicant/claimant the right to file a claim for unemployment benefits or to register for employment assistance.
- 3651H. Always obtains complete and accurate information pertinent to processing the claim on the first review, regardless of work volume.
- 3651I. Always verifies information on applications.

### 3652. Interviewing Applicants/Claimants

- 3652A. Always greets and interacts with claimants/applicants in a courteous and professional manner in order to put parties at ease during an interview.
- 3652B. Always handles difficult and controversial situations in a calm, patient, and objective manner. Never allows personal problems or biases to influence interviews.
- 3652C. Always communicates clearly and at the level of understanding of all parties.

- 3652D. Always conducts effective interviews by keeping the applicant/claimant focused on the interview's purpose and redirecting the interview as necessary.
- 3652E. Always gives applicants/claimants all necessary forms, and clearly communicates applicable rights and instructions according to each particular situation.
- 3652F. Never concludes interviews until all available pertinent details and information are successfully obtained and properly recorded.

3656. Providing Employment Assistance

- 3656A. Always correctly determines eligibility of applicant for appropriate placement or program based on accurate evaluations of information obtained.
- 3656B. Always properly refers applicants to counseling, job referrals, or other community or agency services. Documents all referrals, and includes a thorough explanation of why the action was taken.
- 3656C. Clearly informs all applicants of their responsibilities in keeping their applications active, in accordance with departmental procedures.
- 3656D. Always updates applications with appropriate new information obtained during file searches and/or interviews regarding applicants' work qualifications.
- 3656E. Always arranges for applicants to take the appropriate aptitude and/or proficiency tests when requested by employers and/or applicant, and when appropriate.
- 3656F. Before referring for services or placement, always accurately appraises the capabilities of disabled applicants using medical and social information submitted.
- 3656G. Provides assistance to applicants who are unable to completely and accurately fill out an application or other form.

3657. Administering Aptitude and Proficiency Tests

- 3657A. Always arranges for suitable testing facilities and assembles all necessary materials prior to testing time.
- 3657B. Always administers tests under proper testing conditions following test manual directions.

- 3657C. Scores all tests accurately and according to test manual directions.
- 3657D. Immediately and accurately posts all scores to applicants' records and counselor referral sheet.
- 3657E. Always discusses test results with applicants in a calm, objective, and informative manner.
- 3657F. Always keeps accurate and complete records of test usage.
- 3657G. Administers only those tests which he or she is authorized to administer.
- 3657H. Always maintains confidentiality of scores and security of test materials.

3658. Taking Job Orders

- 3658A. Always accurately obtains all the specific information necessary for placement purposes from the employer.
- 3658B. Always completely and accurately records job orders on appropriate forms.
- 3658C. Always thoroughly and accurately describes to the employer the procedures on how job orders will be serviced.
- 3658D. Always assigns job orders an appropriate occupational title and code.
- 3658E. Always thoroughly explains the necessity for job related requirements to employers.
- 3658F. Always accurately determines and records status of employer (mandatory lister, major or minor market employer).
- 3658G. Always quickly and accurately forwards job information to data center.
- 3658H. The reasons for either giving or denying permission to refer job orders to other offices are always consistent with the status of the order.
- 3658I. Immediately familiarizes appropriate staff members with new job orders, and initiates a file search.

3659. Coordinating with Other Employment Service Offices

- 3659A. Always notifies all appropriate local offices of applicants/claimants who are available for placement.
- 3659B. Maintains a complete and up-to-date listing of job openings which the local office cannot fill, and submits the listing to the data center, clearance office, or other local offices at the proper times.
- 3659C. Effectively coordinates seasonal temporary employment (other than migrant or agricultural) with other local offices and other states.

3660. Selecting, Referring, and Placing Applicants

- 3660A. Immediately searches files to fill new job orders, and initiates calls or letters to applicants who meet the requirements to arrange referrals in a timely manner.
- 3660B. Always initiates and conducts special recruitment when files are insufficient, when requested by employers, and/or when needed for special programs.
- 3660C. Consistently contacts employers to develop new job orders when no suitable job orders are available for a specific applicant.
- 3660D. Always obtains any necessary supplemental information regarding an applicant's qualifications for a specific job before taking referral action with the applicant.
- 3660E. Ensures that applicants referred to interviews with employers always meet the requirements requested by employer or obtains permission from the employer if exact qualifications are not met.
- 3660F. Always provides each applicant referred to a job complete interview instructions and an introductory card.
- 3660G. Never makes referrals because of pressure exerted by an applicant.
- 3660H. Always obtains referral permission from the order-holding office before making referral.
- 3660I. Referrals to employers are always followed up to verify results.
- 3660J. Tactfully suggests to applicants, appropriate appearance and conduct requirements for interviews as well as what should or should not be said during the interview.

3660K. Effective liaison is maintained in monitoring the employment/unemployment status or changes of status of claimants.

3660L. Always meets or exceeds goals set out in office plan of service.

3661. Performing Office/Clerical Functions

3661A. Always accurately posts pertinent information to local office records or applicant/claimant records.

3661B. Always prepares routine clerical reports legibly, accurately, and in the proper format, and submits the reports on a timely basis.

3661C. Files all cards and records of applicants/claimants in the proper place.

3661D. Always properly prepares call-in letters or cards before mailing.

3661E. Periodically purges all appropriate records and files in strict accordance with departmental directives and policies.

3661F. Always prepares summaries of activities (interstate clearance, ERI, etc.) accurately and according to instructions.

3661G. Properly obtains and prepares all necessary information before testifying at hearings.

3661H. Always prepares work load reports and layoff reports accurately and according to instructions.

3664. Developing and Maintaining Professional Relationships with Employers and Other Community Groups

3664A. Always provides accurate and detailed information for the effective planning and organizing of programs designed to inform employers of local office services/operations.

3664B. Always formulates letters and/or makes telephone calls to employers according to office guidelines.

3664C. Efficiently collects all pertinent employment data from employers where possible and records or logs the data in a clear, legible, and accurate manner.

3664D. Courteously assists all employers and other community groups in resolving specific problems.

3664E. Effectively communicates to assembled groups the full extent of Labor and Workforce Development operations when called on to do so.

3664F. Consistently contacts community groups to promote awareness of employment or unemployment insurance programs.

3665. Conducting Employment Counseling

3665A. Accurately determines and categorizes the personal needs of applicants (change, choice, adjustment).

3665B. Assists applicants in counseling by utilizing and accurately evaluating results of assessment tools such as GATB, Interest Checklist, and Guide to Occupational Exploration.

3665C. Always develops and maintains accurate files for each applicant.

3665D. Always realistically develops and implements appropriate follow-up plans for applicants.

3665E. Effectively coordinates counseling plans and activities with other offices serving applicants.

3665F. Effectively utilizes time in counseling applicants, and conducts extensive job development in order to maximize placements of applicants into gainful employment.

3665G. Works effectively with outside agencies, such as Vocational Rehabilitation, correctional institutions, etc. in counseling and job development of special applicants referred through these agencies.

3665H. Always meets or exceeds goals set out in office plan of service.