



RECRUITMENT

Now Hiring: Job Service Specialist III and Job Service Specialist II

These are direct hire positions in Frederick County; interested applicants should send their resume to Joyce.Bouchard@maryland.gov

Job Service Specialist III - Reemployment Workshop Facilitator (RESEA) – In this role, you will facilitate workshops for profiled claimants and job seekers to enhance job-seeking skills to lessen the duration of unemployment. The workshop facilitator works with employment and training services, job seekers, and workforce development partners to provide services and referrals to support the economic stability of the labor force, businesses, and the community.

RESEA Workshop responsibilities include:

- Facilitates Reemployment Services and Eligibility Assessment (**RESEA**) workshops in person or virtually on a regular basis to improve attendees' job search techniques and enhance their employability
- Plans, prepares, and organizes materials that meet current program guidelines to be presented to profiled unemployment insurance claimants; Attends cross training to deliver the Reemployment Opportunities Workshop (ROW) as needed
- Completes administrative duties related to the workshops by:
 - Managing participant attendance and correspondence; documenting workshop attendance using the Maryland Workforce Exchange (MWE)
 - Notifying the unemployment insurance department of claimants' workshop attendance, failure to report, or non-completion of the workshop; notifying the unemployment insurance of claimants who have not completed their follow-up activities 45 days after the workshop

Customer Service Activities - Provides individualized customer service and labor exchange assistance by:

- Coaching and guiding individual customers in reemployment activities and Referring workshop attendees to recruitment events and appropriate jobs

Job Service Specialist II works with job seekers to address their reemployment needs by providing a high level of customer service to support the economic stability of the labor force, businesses, and the community. Provides services to job seekers to expedite their entry into employment by:

- Assessing job seekers' skills and needs and recommending next steps; screening veterans using predetermined criteria to make appropriate referrals - Providing an overview of available job search services and resources; identifying potential job matches of job seeker skills with job qualifications; assisting customers in using the Maryland Workforce Exchange (MWE) and demonstrating other self-service resources to file for unemployment insurance (UI) benefits and apply for jobs
- Meeting in person with customers in the resource area to use computers to complete their unemployment benefits' tasks and apply for jobs online; working one-on-one with customers with significant barriers to employment, and meeting with RESEA participants to create an individual reemployment plan.
- Sharing labor market information to better understand labor trends and economic conditions; referring job seekers to training and supportive services to improve their skills and job readiness
- Completing bonding letters and providing resources to justice-involved individuals; case manage Trade Act customers
- Review required UI documentation for completeness and accuracy and report any apparent violations to the unemployment insurance division; Conduct workshops on job search topics for job seeking customers
 - ***Building relationships during outreach to partners and the community***