

**MICHIGAN CIVIL SERVICE COMMISSION  
JOB SPECIFICATION**

**EMPLOYMENT SERVICE INTERVIEWER**

**JOB DESCRIPTION**

Employees in this job perform a variety of activities involving the development, evaluation, and maintenance of applicant eligibility information for finding work, developing job opportunities, and carrying out employment service program activities in order to facilitate the job training, job placement and job adjustment of unemployed workers.

There are three classifications in this job.

**Position Code Title - Employmnt Service Interviewr-E**

**Employment Service Interviewer 9**

This is the intermediate level. The employee, under close supervision, performs a range of assignments in a developing capacity. Established methods and procedures are available in the form of laws, regulations, rules and policies governing the work being performed.

**Employment Service Interviewer E10**

This is the experienced level. The employee performs a full range of assignments. Established methods and procedures are available in the form of laws, regulations, rules and policies governing the work performed. The employee must exercise considerable independent judgment in making decisions. The employee may assist in the training of new employment service interviewers.

**Position Code Title - Employmnt Srvc Intrvwr-A**

**Employment Service Interviewer 11**

This is the advanced level. The employee functions as either a lead worker responsible for overseeing the work activities of other employment service interviewers or as a senior worker performing employment service interviewer assignments which are recognized as the most complex. Senior-level employees perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

**NOTE:** Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Interviews applicants seeking work to clarify, evaluate and analyze experience, education, aptitudes, abilities, and interests to determine employment goals for each individual.

Explains available services and obtains information from applicant to determine appropriate job service programs or if the applicant should be placed in case management.

Assesses applicant information and determine if services, other than job placement, are needed such as referral to counseling, testing, training, or other supportive services.

Analyzes and evaluates the abilities of handicapped, hard-to-place, inexperienced, unskilled, or special needs applicants to provide assistance in preparing vocational plans, to refer to the appropriate service agency, or to refer for appropriate training or counseling.

Participates in a continuing program of monitoring and assessing the applicants' needs for additional job referrals, job seeking skills workshops; and testing, guidance, and supportive services through an on-going process of follow-up evaluation.

Registers and classifies applicants for employment according to experience, training, knowledge, skills, abilities, and interest in accordance with prescribed occupational coding system, as well as specialized office use codes in the computer system.

Processes file searches in computerized applicant data system, reviews registration cards selected through computerized file search, selects applicants for further screening and/or referral, and refers screened applicants to job openings.

Meets with counselors to discuss and plan for pre-employment training of applicants.

Conducts outreach activities for purpose of locating clients who may benefit from intensive services.

Surveys the labor market in the assigned geographic work area or applicant's geographic work range to identify employment possibilities for applicants.

Receives job orders from employers and classifies job openings according to a prescribed occupational coding system.

Maintains employer contact on all open job orders to verify referrals, to determine suitability of referrals, to determine status of the job order, and/or the need for additional services.

Meets with industrial, retailing, and service industry representatives and employer committees, chambers of commerce, and organized labor to promote the employment service and job training programs.

Speaks on behalf of the department to various organizations within the community to provide information regarding the employment service and job training programs.

Assists businesses in reviewing duties and responsibilities of positions for applicants.

Contacts employers in person and by telephone to develop job openings to promote the employment service and job training programs, to make applicant referrals, and to develop jobs for applicants with specific skills.

Contacts and coordinates employers and applicants making referrals and arranging appointments.

Reports incidents of failures to respond to call-ins, refusals of referrals, and unwillingness to accept suitable employment.

Determines appropriate aptitude tests and other measures of applicants' capabilities. Administers and scores these tests, such as the general aptitude test battery, interest inventory surveys, and proficiency tests such as typing and shorthand.

May evaluate, analyze, and use aptitude and/or proficiency test scores as factors in the selection and referral process.

Maintains records, prepares reports, drafts correspondence, and assists in the preparation and/or completion of various forms.

Determines applicant eligibility for participation in various federal and/or state funded programs.

Trains partners in MichiganWorks! Centers to enhance their knowledge of veterans' employment and training issues to assist them in providing general services to veterans.

Contacts employers in person or by telephone to develop and arrange programs to train unemployed individuals in skills needed by the employer.

Works with local committees, organizations, and employers regarding employment and training needs in the area.

Develops an employer relations contact plan including federal contractors and other community-based programs.

Develops or assists in developing plans for servicing specific employers.

Assists in determining eligibility for participation in various federal and/or state-funded programs.

Assists employers with specific worker-work related problems.

Performs related work as assigned.

### **Additional Job Duties**

#### **Employment Service Interviewer 11 (Lead Worker)**

Schedules work assignments, determines work priorities, reviews the quality and the quantity of the workflow, and oversees the work of lower-level Employment Service Interviewers.

Explains work instructions and develops methods and procedures to meet required needs.

Trains lower-level employees.

May oversee the day-to-day operations when assigned the responsibility of running a satellite, peripheral, or outstation office.

#### **Employment Service Interviewer 11 (Senior Worker)**

Performs on a regular basis employment service interviewer assignments which have been recognized by Civil Service as more complex than those assigned at the experienced level.

### **JOB QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

**NOTE:** Developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of recruiting, interviewing, and placement techniques and procedures.

Knowledge of policies, laws, regulations, rules, procedures, and terminology of various federal and state employment and job training programs.

Knowledge of the resources available to help locate job opportunities.

Knowledge of a variety of skill levels and job requirements used by area employers.

Knowledge of the processes and concerns of business.

Knowledge of economic trends which affect the labor market.

Knowledge of job seeking skills and techniques.

Knowledge of reference and resource materials which would aid applicants in job searches (such as the Thomas Register of American Manufacturers).

Knowledge of the computer system used in the employment service work.

Knowledge of computer applications and software programs.

Knowledge of the occupational coding system and specialized office use codes in the computer system used in the employment service work.

Knowledge of office work, business practices, and business office machines.

Knowledge of job service filing, registration, and processing requirements and procedures.

Knowledge of a variety of occupational areas and the qualifications needed to effectively perform in these areas.

Knowledge of employment service and job training methods to resolve employers' specific problems.

Knowledge of the departmental programs' on-the-job training techniques.

Knowledge of on-the-job training programs, opportunities, and techniques available to applicants.

Ability to clarify and evaluate through interviewing, the capabilities and interests of the applicants.

Ability to deal effectively with employers from industrial, business, and services entities, social workers, counselors, program providers, and applicants.

Ability to obtain the interest and cooperation of business in the employment service and job training programs.

Ability to assist applicants in planning structured job search activities.

Ability to interact effectively with applicants from varying backgrounds.

Ability to maintain courteous demeanor when interviewing hostile or frustrated applicants.

Ability to work with groups.

Ability to speak before community groups, employer committees, chambers of commerce, organized labor, and applicants.

Ability, as the computer resource person, to train employment service interviewers in an ongoing capacity regarding new computer techniques and procedures in the computer system used in the employment service work.

Ability to assist employers in resolving specific problems.

Ability to interview, select, and refer qualified applicants.

Ability to evaluate and classify job requirements and applicant occupational qualifications.

Ability to maintain records and prepare reports.

Ability to conduct established training sessions, workshops, and programs regarding employment services.

Ability to communicate effectively.

Ability to maintain favorable public relations.

Ability to follow oral and written instructions.

### **Additional Knowledge, Skills, and Abilities**

#### **Employment Service Interviewer 11 (Lead Worker)**

Knowledge of labor management relations.

Ability to train, guide and evaluate the work of other Employment Service Interviewers.

Ability to explain instructions and guidelines to others effectively.

Ability to organize and coordinate the work of the unit.

Ability to determine work priorities and assign work to employees.

Ability to train incumbent, new, or transferred Employment Service Interviewers on the policies governing the employment service and job training programs.

### **Working Conditions**

Some employees may have to travel to employers or service groups.

### **Physical Requirements**

None

**Education**

Completion of two years of college (60 semester or 90 term credits).

**Experience**

**Employment Service Interviewer 9**

No specific type or amount is required.

**Employment Service Interviewer E10**

One year of experience equivalent to an Employment Service Interviewer 9.

**Employment Service Interviewer 11**

Two years of experience equivalent to an Employment Service Interviewer, including one year equivalent to the Employment Service Interviewer E10.

**Alternate Education and Experience**

**Employment Service Interviewer 9**

Four years of office support experience with public contacts, in a business or industrial setting, including two years equivalent to the experienced (E7) level, may be substituted for the education requirement.

**Special Requirements, Licenses, and Certifications**

Certain positions may be assigned subclass codes and individuals appointed must possess the required specialized experience.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**

EMPSERIVR

**Job Code Description**

EMPLOYMENT SERVICE INTERVIEWER

**Position Title**

Employment Service Interviewer-E

Employment Svc Intrvwr-A

**Position Code**

EMPSIVRE

EMPSIVRA

**Pay Schedule**

E42-010

E42-013

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