

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

EMPLOYMENT SERVICE INTERVIEWER

JOB DESCRIPTION

Employees in this job complete and oversee career services activities for eligible applicants that involve the development, evaluation, and maintenance of applicant eligibility information for finding work and coordinating employment service program activities to facilitate job placement.

Position Code Title - Employmnt Service Interviewr-E

Employment Service Interviewer 9

This is the intermediate level. The employee performs an expanding range of Employment Service Interviewer assignments in a developing capacity.

Employment Service Interviewer E10

This is the experienced level. The employee performs a full range of Employment Service Interviewer assignments and uses independent judgment to make decisions in specific work situations.

Position Code Title - Employmnt Srvc Intrvwr-A

Employment Service Interviewer 11

This is the advanced level. The employee functions a lead worker overseeing the work of lower-level Employment Service Interviewers and performing experienced-level Employment Service Interviewer assignments; or as a senior worker performing the most complex assignments.

NOTE: Employees can progress to the experienced level based on satisfactory performance and possessing required experience.

JOB DUTIES

NOTE: Listed job duties are typical examples of work of positions in this classification. Not all duties assigned to every position are included, nor will all positions be assigned every duty. The general description of job duties does not authorize performance contrary to any state or federal licensing or certification requirements.

Interviews applicants seeking work to clarify, evaluate, and analyze experience, education, aptitudes, abilities, and employment interests.

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

Assesses applicant information and determines if services, other than job placement, are needed.

Analyzes and evaluates the abilities of and provide casework services to eligible veterans, individuals with disabilities, hard-to-place, inexperienced, or unskilled applicants to aid in preparing vocational plans, refer to a service agency, or refer for training or counseling.

Monitors and assesses applicants' needs for job referrals, job seeking skills workshops, and testing, guidance, and supportive services.

Develops plans and finds resources to address clients' problems in housing, counseling, and other areas, using specific service methods; monitors services provided.

Proposes revisions in procedures manuals; designs new forms and procedures.

Registers and classifies applicants for employment according to experience, training, knowledge, skills, abilities, and interests.

Processes file searches, reviews registration cards, selects applicants for further screening and referral, and refers applicants to job openings.

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

Conducts outreach activities to locate clients who may benefit from intensive services.

Surveys the labor market to identify employment opportunities.

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

Contacts and coordinates employers and applicants to make referrals and arrange appointments.

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

Evaluates, analyzes, and uses aptitude and proficiency test scores as factors in the selection and referral process.

Plans, develops, and conducts programs for staff development and training.

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

Trains MichiganWorks! Centers staff to enhance knowledge of veterans' employment services.

Works with committees, organizations, and employers regarding employment and training needs.

Assists clients with workplace challenges.

Maintains logs, records, and reports related to the work.

Performs related work and other tasks as assigned.

Additional Job Duties

Employment Service Interviewer 11 (Lead Worker)

Assigns work to lower-level Employment Service Interviewers.

Instructs and trains in proper work methods and processes.

Reviews job performance by observing and critiquing work techniques and completed assignments.

Employment Service Interviewer 11 (Senior Worker)

Regularly performs the most complex and difficult assignments in the work area.

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 federal and state employment and job training programs.

Knowledge of the resources available to find job opportunities.

Knowledge of varying skill levels and job requirements used by employers.

Knowledge of economic trends which affect the labor market.

Knowledge of job seeking skills and techniques.

Knowledge of resource materials which aid applicants in job searches.

Knowledge of the occupational coding system and specialized office use codes.

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

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

Knowledge of employment service and job training methods.

Knowledge of community resources.

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

Skill in communicating with individuals across diverse cultural backgrounds and those experiencing emotional or mental health challenges.

Ability to interview applicants to clarify and evaluate the capabilities and interests.

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

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

Ability to assist applicants in planning job search activities.

Ability to maintain a courteous demeanor and diffuse anger and aggression when providing service to hostile or frustrated applicants.

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

Ability to interview, select, and refer applicants.

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

Ability to develop, monitor, and modify client employment plans.

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

Ability to communicate effectively.

Ability to maintain favorable public relations.

Ability to maintain records, and prepare reports and correspondence.

Additional Knowledge, Skills, and Abilities

Employment Service Interviewer 11 (Lead Worker)

Ability to train and oversee the work of others.

Ability to prioritize, organize, and coordinate the work of the unit.

Employment Service Interviewer 11 (Senior Worker)

Ability to perform the most complex Employment Service Interviewer assignments.

Working Conditions

Some jobs require travel.

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.

NOTE: Civil Service can individually evaluate equivalent combinations of education and experience providing required knowledge, skills, and abilities to qualify.

Special Requirements, Licenses, and Certifications

See individual position descriptions.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

EMPSEIRVR

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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