

Workforce Development Career Counselor

Company Background

Strategic Consulting Partners (SCP), an award-winning woman and minority-owned management consulting firm, is seeking a Workforce Development Career Counselor to develop and provide educational, vocational, personal and social skills development counseling in individual and group settings. SCP possesses a robust portfolio of consulting services across all sectors with a primary focus on healthcare, and federal and state agencies. SCP's services include strategic planning, human capital strategy and workforce development, leadership development, organizational development, and customized training solutions.

Job Description

The primary focus of the Workforce Development Career Counselor position is to serve as a workforce development career counselor and facilitator for a client located in Pittsburgh, Pennsylvania. The workforce development career counselor will collaboratively work with community members by providing individualized coaching, career guidance, and access to educational resources to enhance workforce skills to climb up the socio-economic ladder. The Workforce Development Career Counselor will be responsible for facilitating training, providing logistical support related to training delivery, and interfacing with community partners to identify resources.

Role and Responsibilities

- Provide one-on-one assistance to community members and their families including resume review, interview skills, job search assistance, counseling, social support, and personal contact with local employers
- Provide encouragement, career readiness mentoring, interview preparation, time management best practices, job counseling, and workplace expectations
- Interface with community leaders to create and support partnerships for workforce development
- Develop and maintain communications related to the training to ensure participants have knowledge of the training and development events and resources
- Provide regular communication to the client regarding program deliverables, training outcomes, and metrics
- Provide accurate, timely and appropriate documentation of all career counseling sessions per company policies and procedures
- Conduct follow-up studies of all completed training to evaluate and measure results.
- Identifies and addresses opportunities for improvement in the training process, tools and methods
- Ensures compliance with all client and company policies and procedures.
- Identifies areas of improvement and recommends changes to client and management team for implementation.

Required Education and Experience

- Bachelor's Degree Required; Master's Degree Preferred
- A high-level understanding of customer service skills, active listening, including interpersonal and communication best practices to accurately convey information as described in the roles and responsibilities.
- Excellent command of professional presentation skills and be comfortable presenting to groups both large and small.
- Self-motivated and be able to work effectively in a team environment.
- Proven ability to work independently and manage multiple tasks efficiently and effectively.
- Demonstrated proficiency in Microsoft Office Suite including PowerPoint, Excel, and Word

Position Type/Expected Hours of Work

This is a full-time position, and typical work hours are Monday through Friday 9:00 a.m. to 5:00 p.m. Some flexibility in hours is allowed, but the employee must be available during the "core" work hours of 9:00 am to 5:00 pm.

Work Environment

This job will be conducted in a hybrid work environment which includes working at the Workforce Development Career Counselor's home office, on-site at the client's location, and on-site at training facilities. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

Travel

- Travel will be required between the Workforce Development Career Counselor's home office, client offices, and training locations located in the Pittsburgh, Pennsylvania MSA.
- Potential travel to other locations within PA to deliver and support similar training programs in other markets as needed.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This position requires the ability to occasionally lift office products and supplies, up to 20 pounds.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.