



TRI-COUNTY COUNCIL  
for SOUTHERN MARYLAND

# Tri-County Council for Southern Maryland

## Position Description

**Job Title:** Workforce Programs Intake Specialist  
**Reports To:** Workforce Innovations Manager  
**Grade and Salary Range:** Grade 14, Step 3-5, \$53,808 - \$57,849  
**FLSA Classification:** Non-Exempt  
**Date Created:** September 2024

### Summary:

The Workforce Development Division of the Tri-County Council for Southern Maryland (TCCSMD) provides high quality workforce development services to strengthen the regional economy and is the bridge between understanding the talent development needs of local and regional businesses and preparing individuals to meet their full career potential.

### General Description:

The Workforce Programs Intake Specialist will act as the primary contact for potential participants as they navigate through the enrollment process of the programs offered through the American Job Centers. This person will be responsible for conducting the initial pre-screening either over the phone or in person to determine eligibility for programs. The incumbent also collects documents, enters participants' demographic information in the Maryland Workforce Exchange (MWE) database and assists with reports and file maintenance. This person works closely with Career Advisors to keep an open line of communication on all services provided to participants and ensures the coordination of all program-related orientation and workshop events.

### Essential Duties and Responsibilities

- Greet and triage clients when they enter the American Job Center.
- Provide potential participants with information regarding program details, document requirements, eligibility criteria and enrollment requirements.
- Conduct the initial pre-screening with clients to determine eligibility for various programs.
- Contact eligible clients to invite them to attend information sessions, orientation, and/or workshops (either in-person or virtually).
- Ensure that all required documents are collected and included in the participant files.
- Capture participants' demographic information for data collection and reporting purposes.
- Ensure that all participant information is correctly entered into the MWE.
- Schedule first appointment with Career Advisor.
- Respond to phone and email messages.
- Complete and submit monthly reports to the workforce leadership team.
- Create and maintain participant files in a manner that conforms to state and local reporting requirements.

- Assist with data entry, filing, photocopying, faxing, and any other clerical duties as assigned.
- Other duties as assigned.

**Supervisory Responsibilities:**

None

**Knowledge, Skills and Abilities**

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.
- Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication - Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.
- Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and core values; supports affirmative action and respects diversity.

**Other Knowledge, Skills and Abilities**

- Highly proficient in motivational interviewing and other assessment techniques to effectively identify and address barriers to employment or training, enabling tailored support and resource allocation.
- Utilizes maximum discretion when handling sensitive and confidential information.
- Customer service oriented.
- Skillful in utilizing virtual platforms.
- Highly proficient in Excel spreadsheet development, manipulation, and analysis.
- Highly skilled in computer applications, including Microsoft Office products.
- Skilled in or ability to master navigating the MWE.
- Ability to demonstrate the Southern Maryland JobSource core values in the performance of position duties. Our core values include accountability, respect, integrity, responsiveness, and knowledge.

**Qualifications / Required Education and Experience**

- Bachelor's degree in social work, psychology, or related human services field. Direct work experience on a year-for-year basis may be substituted for required post-secondary education.
- Bilingual (fluent) in Spanish highly preferred.
- Certified Professional Resume Writer (CPRW) certifications highly preferred, but not required.

**Work Environment:**

Work is performed primarily in an office setting. Work may require frequent travel to off-site locations for meetings and events.

**Physical Demands:**

The position requires the ability to operate standard office equipment and keyboards. Must have the ability to lift and carry up to 50 pounds and to walk short distances. Position may require use of a motor vehicle.

**Conditions of Employment:**

- Must have a valid driver's license and daily access to a vehicle.
- Must successfully complete a pre-employment background check,
- Ability to work evenings and weekends as required.

This position is open until filled. For best consideration, please apply by October 4.

Starting salary based on education and experience. Tri-County Council offers excellent benefits.

Apply Online at: <https://tccsmd.org/work-with-us/>

**Affirmative Action / EEO Statement**

The Tri-County Council for Southern Maryland is an equal opportunity employer. We do not discriminate in employment opportunities or practices on the basis of race, color, religion, creed, sex, national origin, ancestry, age, marital status, physical or mental disability, sexual orientation, gender identity or expression, veteran status or any other characteristic protected by federal, state or local law.