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## JOB OPENING

**Job Title:** INFORMATION & ELIGIBILITY SPECIALIST  
**Department:** Operations  
**Reports To:** Career Center Manager  
**Classification:** Non-Exempt  
**Location:** Metro North REB Region (Cambridge, Chelsea and Woburn)

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### SUMMARY

The Information & Eligibility Specialist will facilitate information sessions to disseminate accurate information regarding the requirements to apply for WIOA-funded services. The Information & Eligibility Specialist will collect required documentation, verify compliance with WIOA requirements, and complete the WIOA application.

ESSENTIAL DUTIES AND FUNCTIONS include the following. Other duties may be assigned.

1. Facilitate Information Sessions describing the WIOA certification process.
2. Assist WIOA applicants in compiling all required documentation.
3. Meet with customers to complete the WIOA application and submit to the Manager for review & approval.
4. Make corrections to the file as needed and inform customers of their next steps once the certification has been approved.
5. Enroll customers into workshops or services requiring WIOA certification, assure that they transfer smoothly to the next step and understand the full range of services available through the Career Center.

### SUPERVISORY RESPONSIBILITIES

Responsible for own work and not required to direct or supervise other personnel but may occasionally instructor show another employee how to perform the work.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Willingness to learn WIOA eligibility requirements
- Ability to communicate clearly with supervisors, peers and customers
- Ability to interface with a diverse population
- Detail oriented; well organized

## **EDUCATION and/or EXPERIENCE**

Bachelor's degree in Human Services or Business and three year's experience in a related field preferred, or minimum of five years' work experience in which previous job experience and skills can be transferred to meet these job requirements.

## **COMPUTER SKILLS**

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word, Excel, PowerPoint, Access as well as data management systems. The ability to define and solve technical problems.

## **OTHER SKILLS AND ABILITIES**

Bilingual Spanish required

## **CERTIFICATES, LICENSES, REGISTRATIONS**

N/A

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To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, Program Assistant, National Initiatives

[lkelman@workplace.org](mailto:lkelman@workplace.org)