

QUEST Assessment Specialist

QUEST Mission

Project QUEST strengthens the economy and transforms lives by preparing individuals for in-demand, living wage careers.

Description:

The QUEST Assessment Specialist is responsible for assessment of applicant needs and abilities, Individual Service Strategy, and participant enrollment. The Assessment Specialist will work with prospective candidates on a one-to-one basis or in group settings to increase access to Project QUEST for unemployed, under skilled or under employed individuals. The Assessment Specialist provides on-site screening and testing and other services required by unemployed and underemployed adults.

Core Competencies

Participant Centric

- Assessing the applicant's needs and abilities, to include interpreting test results and interest inventories and analyzing the client's personal circumstances. These factors are then compared with available training opportunities. If the applicant's attributes and circumstances indicate a readiness to enter available occupational training, the Assessment Specialist will begin the Individual Service Strategy. If a determination is made that the client is in need of services other than those available through Project QUEST, the Assessment Specialist refers the applicant to the appropriate agency.
- Assessment Specialist will work with prospective candidates on a one-to-one basis or in group settings to increase access to Project QUEST for unemployed, under skilled or under employed individuals.
- Track New Applicant flow and provide access to Applicant Portal
- Assist in determining pre-enrollment eligibility
- Track progress in Applicant Portal
- Schedule Certification Appointment, as needed
- Coordinate removal from Applicant Portal
- Help to identify efficiencies in Enrollment Process

Partner Collaboration

- Represents Project QUEST at outreach functions that include, but are not limited to workshops, job fairs, local conferences, seminars, community awareness campaigns and other related public venues.
- Makes presentations, prepares and presents brochures and other print media, and provides the essential link between applicants and Project QUEST.

Pathway Process Engagement

- Continuously evaluate need to add, subtract or diversify available Applicant Information Sessions
- Work with team to ensure enrollment priorities

Desired Skills:

- Effectively manages time and resources to bring daily tasks and projects to completion. Identifies critical and less critical activities and tasks and prioritizes daily workload accordingly.
- Excellent written, interpersonal and verbal communication skills.
- Ability to work effectively with a diverse community.
- Desire to always be learning.
- Possess a “CAN DO” attitude, with integrity.
- Proficiency in MS Office, technology platforms and Social Media (Facebook, Twitter, etc.).
- Possess reliable transportation.
- Adhere to the QUEST foundational concept of **ADEPT** - Accountable, Dependable, Excellent, Professional, and Team-oriented

Education and Experience

- Bachelor's Degree in social science, human resources or related field.
- Excellent customer service and experience in workforce development.
- Working knowledge of employment and training programs, federal, state and local regulations.
- Flexible work hours with primary work schedule Monday-Friday 8:00am –5:00pm.

Salary and Compensation:

QUEST provides a comprehensive benefits package as part of overall compensation.

QUEST is an equal employment opportunity employer.

Please send resumes to Lelani@QuestSA.org