Updated: November 13, 2013

Career Corp Employment Specialist Job Description

Military Spouse Corporate Career Network (MSCCN)
Corporate America Supports You (CASY)

INTRODUCTION

Corporate America Supports You (CASY) and Military Spouse Corporate Career Network (MSCCN) were chartered in 2012 and 2004 respectively as private sector non-profit organizations with the mission to provide no-cost employment readiness, vocational training, and one-on-one job placement services for National Guard, Reserves, transitioning service members, veterans, military spouses, homeless female veterans, war wounded and caregivers of war wounded. CASY and MSCCN function as one Military job-placement unit serving two target audiences. Where CASY offers an outlet for Military and Military affiliates, MSCCN focuses on spouses of Military, and Military caregivers. CASY & MSCCN operates as an employment partner to all branches of the Armed Forces through Memoranda of Understanding (MOU). All of our employment and training programs are supported by solid partnerships with major corporations, job-recruiters, mid-size companies, and small businesses that provide employment opportunities for our Military-affiliated job seekers. Our state-of-the-art Gateway technology, built by Kenexa/IBM, provides real-time, verifiable tracking and outcome reports to our employment partners, Military, and donors.

Since 2004 CASY-MSCCN has assisted over 3 million military affiliated applicants in the areas of career focus, employment readiness, and job placement assistance.
Through the Career Corps Volunteer Program CASY-MSCCN offers our military-affiliated job seekers the opportunity to serve in positions that allow them to keep their work experience current while they hone and expand their skills. Want to stay competitive? Join CASY-MSCCN Career Corps.

CASY-MSCCN Employment Specialist Career Corps volunteer position is virtually served.

GENERAL DESCRIPTION:
The Employment Specialist is responsible for handling a variety of tasks in support of our corporate partners, our applicants, and the CASY-MSCCN Team. Working under the direction of the Gateway Manager, the Employment Specialist will work with other team members to ensure the successful delivery of CASY-MSCCN services to customers (corporations and applicants).

KEY RESPONSIBILITIES:
1. Contact applicants via email and telephone to convey CASY-MSCCN services and additional resources.
2. Assist applicants in their job search by: offering new search strategies, resume critiques, connecting them with CASY-MSCCN employer Hot Jobs whenever possible and encouraging them to take our online trainings.
3. Assist in training new team members on navigating and using our applicant database and interacting with applicants.
4. Completes daily, monthly, quarterly, and annual reports of applicant data as required by Gateway Manager.
5. Develops and maintains relationships as well as confidentiality with applicants, corporate partners, and military family centers.
6. Other duties as assigned by Gateway Manager.
EDUCATION REQUIREMENTS:
Minimum: High School Diploma or GED, Associates Degree preferred. Two to three years of customer service/administrative experience, preferably in a non-profit setting. General Human Resources and/or Workforce placement experience preferred.

COMPETENCIES:
1. Excellent oral and written communication skills as well as organization and effective time management skills.
2. Knowledge, training, and practice of superior customer service skills.
3. Ability to conduct independent research and analyze data required.
4. Ability to handle and manage heavy email and phone correspondence and keep up with daily reporting in our database systems.
5. Ability to work independently, maintain confidential information, multitask and follow-up with both colleagues, customers, and supervisor.

Individuals who serve this position will learn:
- Use of new software – Kenexa – that is used by thousands of companies throughout the world
- Employment mapping and other human resource skills
- SQL data querying and reporting (a skill almost every company wants its employees to have)
- Networking and relationship building as you work with the applicants, recruiters, and the National Guard Bureau in regards to positions for National Guard Commands nationwide.

Please send your resume to Bianca Nafpliotis, Career Corps Volunteer Program Manager at careercorps@casy-mscrn.org