

Department of Human Resources
Carroll County Government
225 North Center Street, Room 100
Westminster, Maryland 21157
410-386-2129



Currently accepting applications for:
Digital Literacy & Assessment Specialist
Carroll County Workforce Development

An Equal Opportunity Employer

Digital Literacy & Assessment Specialist – Carroll County Workforce Development

\$41,018 annually (\$19.72 hourly) (Grade G09), 40 hours per week, *contingent position**

Hours are typically Monday through Friday from 8:00 am – 5:00 pm

Apply by 5:00 pm on Thursday, May 19, 2022

Carroll County Workforce Development is currently searching for an organized, energetic and self-directed individual to join our professional team. CCWD is Carroll County's American Job Center where jobseekers and businesses come for support, guidance and career development.

As the Digital Literacy & Assessment Specialist, you will administer online skills assessments and digital coursework for new and existing customers by providing instruction, proctoring, and reporting assessment results which will enable customers to successfully participate in CCWD skills development and training programs. Our goal is to develop an available workforce that understands and uses technology in their personal and work lives. In the daily work, you will schedule computer-based assessments, interpret results and assign online coursework utilizing digital platforms.

The ideal candidate will have strong computer and organizational skills. The candidate will be able to provide support and encouragement to customers; excellent customer service skills are a must. Candidates will have practical understanding of the importance of digital skills in our personal and work lives.

See next page for the full job description

Qualifications:

1. Bachelor's degree in Social Sciences, Human Services, or related field
2. Two years' experience in education, training and development, literacy programs, workforce development, and/or community-based nonprofits desired

A comparable amount of training and experience may be substituted for the minimum qualifications

Benefits of working for Carroll County Government:

- ✓ Low-cost, no deductible healthcare plans (including prescription and vision)
- ✓ Low-cost dental insurance
- ✓ Paid holidays

**Contingent employees are hired under an employment contract which includes paid time off and an additional 3% salary contribution for retirement.*

How to apply:

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Call the Carroll County Job Hotline to request an application: 410-386-2020
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

Posted 05/05/2022
(22-166)

DIGITAL LITERACY & ASSESSMENT SPECIALIST

GENERAL RESPONSIBILITIES

Administers digital literacy and skill assessments for new and existing customers by providing instruction, proctoring, and reporting the assessment results to enable customers to successfully participate in Carroll County Workforce Development skill development and training programs. Prescribes digital literacy and online coursework; provides progress tracking and customer support to ensure successful customer outcomes.

ESSENTIAL TASKS include the following tasks:

1. Schedule, administer, and report customer digital literacy and skill assessments
2. Identify the digital literacy and skill training needs of customers based on assessment results; utilize technology instruction system to eliminate barriers and enable students to participate in Carroll County Workforce Development programs
3. Invite and encourage students to enroll in available workforce development programs and provide instructional support as needed
4. Create and build positive customer relationships and support small group customer learning opportunities
5. Provide accurate assessment recordkeeping to meet customer reporting requirements; monitor and document customer participation and feedback
6. Develop processes and procedures for communication of assessment results to enhance successful outcomes
7. Communicate effectively with other staff members and participate in staff team meetings
8. Enhance workforce development assessment services to facilitate career planning, job readiness, career advancement, and training
9. Coordinate technical support as needed
10. Ensure compliance with established workforce development policies and procedures
11. Perform related duties as to specific assignments
12. Any employee may be identified as Essential Personnel during emergency situations
13. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
14. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. Bachelor's degree in Social Sciences, Human Services or related field
2. Two years' experience in education, training and development, literacy programs, workforce development, and/or community-based nonprofits desired.

*A comparable amount of training and experience may be substituted for the minimum qualifications

KNOWLEDGE, SKILLS AND ABILITIES

1. Strong digital literacy skills and computer knowledge
2. Excellent verbal, written, and interpersonal communication skills
3. Ability to work effectively with diverse groups of people
4. Demonstrate attention to detail and innovative problem-solving skills
5. Ability to multi-task and work independently
6. Read, analyze, and interpret information, and policies
7. Respond to citizen inquiries or complaints
8. Write reports, and other required documentation
9. Present information to management and coworkers
10. Define problems, collect data, establish facts, and draw valid conclusions
11. Use computer software programs and/or other applications