



Department: Community Services	Job Description
Job Description Title: Workforce Development Specialist	FLSA Status: Non-exempt
Accountable To: Department Director	Position Status: Grade 13, \$22.64 per hour, full-time
Prepared By: Personnel Officer	Revision Date: February 23, 2026

CAPNM IS AN EQUAL OPORTUNITY EMPLOYER

Job Summary:

Coordinate Work Experience (WEX) sites between employers, program clients, and case managers. Market the program to develop new work site opportunities and place clients at appropriate sites. Act as a liaison for the clients enrolled in program, their Case Managers and the employers who sponsor work experience sites for the program. Protects Agency interests by adhering to established compliance standards.

Essential Duties and Responsibilities:

- Develop and maintain work experience (WEX) sites

These responsibilities include the following duties: understanding the regulations and requirements of the program, develop information about the WEX program for use in developing these sites and promote the program. Prepare contracts between CAPNM and sponsoring WEX sites, develop on-going communications the Case Manager to discuss appropriate placement. Work within program guidelines including conducting client assessments to evaluate potential barriers, promote tax credits and incentives to employers and clients through community outreach. Work with case managers and the WEX site supervisor to assist client in becoming self-sufficient and gain valuable work habits and skills. Maintain a log and accurate records of all WEX sites, timesheets and evaluations.

- Provide specialized classes for participants

Responsibilities include planning and facilitating job search classes, assisting participants with development of resumes and cover letters, thank you notes, applications, etc. Meet with individuals requiring special assistance, arrange to train or align guest speakers, conduct labor market research, present current employment information, develop job, life and work skills curriculum with case managers to meet specific participant and employer needs. Remain current on program updates and changes in policies and procedures. These include attending state provided training and communicating with state monitor and supervisors for implementing updates and changes.

- Travel

Travel to Flathead, Lake, Lincoln and Sanders counties is required as necessary to secure WEX sites and to teach or arrange instructors on a variety of subjects, including resumé writing and cover letters, completing applications, interview techniques, time management, dress for success, budgeting, account balancing and taxes. Travel is expected monthly.

- Other duties as assigned and required

Minimum Qualifications (Experience/Education):

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill and/or ability required.

- Bachelor's Degree in Human Services or equivalent and two years of related Human Services work or the equivalent combination of education and related work experience
- Experience working with people from various socio-economic and educational backgrounds
- Must be able to maintain appropriate boundaries with clients and utilize supervision to address conflicts
- Working knowledge of office equipment including Microsoft Office Suite
- Communication skills to establish a working alliance with clients
- Well organized
- Must possess and maintain valid Montana driver's license
- Must possess proof of and maintain personal auto insurance
- Must be insurable under CAPNM's auto liability insurance per insurance carrier's requirements

Physical Demands & Working Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Continuous sitting
- Some standing and walking
- Some bending, stooping and squatting
- Full use of hands and arms
- Frequent keyboard use
- Repetitive movement, especially with hands and arms
- Grasping
- Lifting, carrying, pushing or pulling up to 25 lbs occasionally
- Normal hearing both in conversation and with a telephone
- Frequent speaking in a clear and understandable manner
- Good close, distant and peripheral vision
- Work in a clean office with moderate noise levels sometimes in confined spaces
- Work requiring frequent attention to high detail
- Frequent deadlines
- Some travel by auto with exposure to traffic in year-round weather conditions
- Some travel requiring overnight stay
- Some exposure to offensive language, angry clients and threats
- Some exposure to annoying odors
- Day shift

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

No description of the responsibilities and performance can fully detail those required for the position. The employee demonstrates a proven commitment to the mission of the Agency and is one from whom thoughtful recommendations and resolutions are expected. They demonstrate a passion for integrity, honest interaction and professional excellence.

They are discreet professionals in handling the important information to which they are entrusted.

THEY MAKE POSITIVE THINGS HAPPEN.