



**STATE OF OHIO**  
 Job & Family Services  
 30 E. Broad St.  
 37th Floor  
 Columbus, OH 43215-3414  
 (614) 466-2455  
<http://www.state.oh.us/odjfs>

Invites applications for the position of:

**CUSTOMER SERVICE DISABLED VETERAN OUTREACH SPECIALIST**

*An Equal Opportunity Employer*

**PN:** 20045610

**Job Type:** Full-Time, Permanent, Bargaining-Unit

**Location:** Various Counties

**Promotional Bid:**

classified position (may include promotion, transfer or demotion)

**Job Location:** Various

**Division:** Office of Workforce Development

**Opening Date:** Mon. 12/14/09

**Closing Date/Time:** Wed. 12/23/09 12:00 AM Eastern Time

**Pay Range:** 29

**Hours of work:** 8am -  
5pm

**Salary:**

\$35,817.60 - \$45,281.60 Annually \$17.22 - \$21.77 Hourly

**Job Duties:**

**The Ohio Department of Job and Family Services** is seeking qualified service-connected disabled veterans for our Customer Service Disabled Veteran Outreach Specialists (CSDVOS). The CSDVOS provides employment and training services to veterans with barriers to employment.

**JOB DESCRIPTION**

Provides intensive services[e.g., assessment, development of Individual Development Plan, vocational guidance, coordinate supportive services, job development contacts, case management, referral to jobs and training, write training contracts and coordinate institutional training using special grant monies (VWIP/L&C), TAA] to disabled veterans, and other eligible veterans and eligible persons; operates personal computer to enter, update & retrieve data (e.g., applicant registration & referrals to jobs; placements, and reports); assists veterans in use of computer terminals at One-Stop or outstation location; provides and facilitates full range of employment and training services to veterans and eligible persons with the primary focus of meeting the needs of those who are unable to obtain employment through core services provided in a One-Stop or other outstation location; conducts and/or assists in facilitation and/or provides logistical support for veterans job search workshops; responds to inquiries & complaints from veterans & government officials.

Develops jobs & job training opportunities for eligible veterans through contacts with employers (e.g., small/medium size private sector employer) or One-Stop as required by Title 38 and Public Law 107-288 Jobs for Veterans Act; promotes & develops apprenticeship & other on-job training positions; carries out other duties to promote development of entry-level & career job opportunities for special disabled veterans, other disabled veterans and other eligible veterans.

Conducts outreach activities for the purpose of locating eligible veterans who could benefit from intensive services of various programs at different locations [(e.g., Vocational Rehab. & Employment, Homeless Veterans Reintegration Project (HVRP), VA hospitals and Veteran Centers Civic and Service Organizations, WIA, Ohio Bureau of Vocational Rehabilitation (BVR)];

Provides appropriate assistance to local One-Stop Employment & Training Centers: assists in surveying customers verbally and in writing to determine private sector customer (employer, job seeker, One-Stop partners, community agencies and other groups) satisfaction with disabled veterans services.

Attends National Veterans Training Institute & other additional training (e.g., veterans training conference) as required; attends meetings & conferences & training; loads & transports equipment & informational materials, travels to & conducts on-site visits at various locations (e.g., Central Office; employers; County Department of Job & Family Services; veteran organizations; job fairs).

Performs other duties as assigned (e.g., attends staff meetings, maintains records, logs & files).

**Minimum Qualifications:** Formal education in arithmetic that includes fractions, decimals & percentages & in reading, writing & speaking common English vocabulary **AND** 3 mos. trg. or 3 mos. exp. in interviewing **AND** 3 mos. trg. or 3 mos. exp. in public relations **AND** 3 mos. trg. or 3 mos. exp. in office practices & procedures **AND** 6 mos. trg. or 6 mos. exp. in operation of personal computer; must provide own transportation.

**OR** equivalent of Minimum Class Qualifications For Employment noted above.

Currently we are recruiting for the following counties: Cuyahoga, Licking, Montgomery and Trumbull; please indicate your choice in the Supplemental Question area.

**Preference shall be given first to qualified service connected disabled veterans & if no such person is available, then to any qualified veteran, per Title 38, United States Code, Section 4103a.**

**PLEASE NOTE:** All applicants **must provide** current documentation as to their veteran status; (i.e., **DD 214**) with character of discharge, disabled veteran, veterans or other eligible persons. Title 38 of the United States Code, Section 4103a dictates that preference shall first be given to qualified disabled veterans. Therefore, applicants must also provide proof of service-connected disability (e.g., letter from Department of Labor, Veterans Affairs).

**Applicants are encouraged to FAX these documents by 5:00 p.m. on the deadline date. Fax # (614-466-1048)**

**\*\*\*Failure to supply current documentation will disqualify the applicant from consideration for this position.\*\*\***

**PLEASE NOTE:** Applications will be considered in the following order: bargaining unit candidates with contractual rights, external candidates from the available applicant pool, additional external candidates received from the current posting.

**TESTING WILL BE THE WEEK OF JANUARY 11, 2010**

**Supplemental Information:**

**TRAVEL REQUIRED AS ASSIGNED, WHICH INCLUDES OVERNIGHT STAYS.**

**MUST PROVIDE OWN TRANSPORTATION. OR, IN ORDER TO OPERATE A STATE VEHICLE, YOU MUST HAVE A VALID DRIVER'S LICENSE FROM STATE OF RESIDENCE.**

**Cost Savings Days:** Per OCSEA Article 36.11 and Exempt Legislation - Cost Savings Days (CSD)

Full-time permanent employees shall take ten (10) days off without pay, for a total of eighty (80) hours, in each fiscal year beginning on July 1, 2009 and ending on June 30, 2011. The loss of pay shall be equal to 3.076 hours each pay period throughout the year. CSD's will be pro-rated for employment commencing after July 1 of each fiscal year.

All applications must clearly indicate how the Minimum Qualifications & Position Specific Minimum Qualifications, if applicable, are met. Applications that do not indicate this, will not be given consideration.

**\*IMPORTANT NOTE: Please do not include your Social Security Number (SSN) with your on-line application and/or documentation. If attaching a document that contains your SSN, please redact (black out) SSN before attaching it to your application.**

The State of Ohio is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, military status in employment or the provision of services.

When contacted for an interview, an applicant who requires special accommodations due to a disability should notify the office at the time he or she is contacted so that proper arrangements can be made for the interview.

Job #20045610  
Customer Service Disabled Veteran Outreach Specialist  
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