



BOONSLICK REGIONAL PLANNING COMMISSION JOB DESCRIPTION

JOB TITLE: Workforce Specialist/Resource Room Assistant

REPORTS DIRECTLY TO: Job Center Workforce Development Director

GENERAL DESCRIPTION: The resource room assistant will provide initial help for Job Center customers, and ensure they are able to see/make appointments with WIOA staff or partners to receive additional program services.

SPECIFIC RESPONSIBILITIES:

- Serve as the initial contact for Job Center customers, determining reason for visit.
- Provide intake services, ensuring customer is registered on MoJobs.
- Assist customers with general Internet job search and online applications.
- Help customers with copies and phone calls related to job search.
- Provide or direct customers to information that may be helpful such as flyers/ads for job opportunities, workshop calendars, and services provided by other agencies and organizations.
- Inform Job Center staff about customers waiting for appointments.
- Ensure that Job Center staff members are aware of customers' needs.
- Assist with the creation of flyers for programs/job fairs.
- Assist employers with job postings.
- Monitor use of resource room equipment to ensure it is being used for employment-related activities only.
- Inform appropriate staff members of any problems with office equipment
- Keep the resource room clean and orderly, replenishing supplies and informative materials as needed.
- Assist with covering the front desk, when necessary.
- Perform additional related duties as assigned by the supervisor
- Screen potential participants, through the intake process, for program eligibility.
- Prepare all forms and documents required for WIOA program participation.
- Become familiar with services of partner agencies and local organizations, which will aid in the referral of participants to non-WIOA programs, when applicable.
- Address barriers to employment that program participants may face.
- Explore career interests and aptitudes with program participants.
- Provide guidance to participants related to employment and training goals.

KNOWLEDGE, SKILLS AND ABILITIES:

- Exceptional customer service skills
- Ability to handle confidential information in a professional manner
- Good organizational skills and ability to multi-task.
- Ability to work independently or collectively with other staff members
- Knowledge of general office machines
- Basic knowledge of computer software programs.

DESIRED QUALIFICATIONS:

- High school diploma.
- Customer service experience.