



## BOONSLICK REGIONAL PLANNING COMMISSION JOB DESCRIPTION

- JOB TITLE:** Resource Room Assistant
- REPORTS DIRECTLY TO:** Job Center Workforce Development Director
- SALARY RANGE:** \$27,000 - \$29,000/year
- 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.
- Responsible for social media and reporting on engagement.
- 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.
- Perform additional related duties as assigned by the supervisor

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Exceptional customer service skills.
- Ability to handle confidential information in a professional manner.
- Knowledge of social media platforms.
- 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.