CLASSIFICATION DESCRIPTION

CLASSIFICATION DESCRIPTION TITLE:

| CLASSIFICATION SUMMARY: | To support the Career Link Office and provide customer service to job applicants. |

| FLSA STATUS: | Non Exempt |

TYPICAL CLASSIFICATION ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1. Greet, disseminate Career Link information and answer questions of all customers who enter the facility.

2. Verify enrollment/registration in the Career Link operating system.

3. Guide customers into the CRC or to the appropriate service(s).

4. Answer incoming phone calls requesting specific services and referring them appropriately.

5. Hand out and collect local customer service surveys per Career Link schedule.

6. Assist in enrolling new job seekers and registering new employers into CWDS.

7. Maintain the Computer Resource Center schedule and oversee its coverage.

8. Assist customers with basic resume preparation.

9. Assist customer with job search activities.

10. Assist with job fairs and onsite recruitment.

11. Supervision of support staff.

12. Review and assess customer assessment form and refer customer to appropriate Career Link staff based on their needs.
**TRAINING AND EXPERIENCE** (positions in this class typically require):

Associates degree and three years of progressively responsible experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**LICENSING REQUIREMENTS** (positions in this class typically require):

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**KNOWLEDGE** (position requirements at entry):

Knowledge of:
- Clerical and office support practices;
- Customer service principles;
- Recordkeeping principles;
- Mathematical concepts;
- English language, grammar, and punctuation;
- Principles and practices in area of assignment;
- Report preparation techniques;
- Inventory maintenance principles.
- Assigned department operations and functions;
- Applicable federal, state, and local laws, rules, and regulations.

**SKILLS** (position requirements at entry):

Skill in:
- Maintaining various confidential records;
- Operating a variety of office equipment, including a computer and related software applications, telephone, fax machine, and adding machine;
- Maintaining files and records;
- Applying and explaining applicable laws, codes, regulations, policies, and/or procedures;
- Preparing and proofreading a variety of reports and/or documentation;
- Exercising judgment and discretion;
- Using proper English, grammar, punctuation, and spelling;
- Compiling data and information;
- Recognizing problems, identifying alternative solutions, and making appropriate recommendations;
- Prioritizing work and performing multiple tasks;
- Preparing meeting agendas and minutes;
- Providing customer service;
- Working independently;
- Preparing a variety of business correspondence, records, reports, documents and forms;
- Following oral and written instructions, policies, and procedures;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
Physical Requirements:
Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:
Date created: 8/20/2010

Signature of Employee  Date

Signature of Supervisor  Date