

CLASSIFICATION TITLE: *Career Center Technician*

Salary Range: 15

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:

Under direct supervision, provides customer service and performs support functions to clients seeking assistance in the Career Center with a major focus on follow-up services. The position will also perform duties involving core services and the daily operation of the Resource Center. Performs a variety of routine clerical, reception, and office support functions and other related duties as required.

DIRECTLY RESPONSIBLE TO:

Director, Business and Workforce Development. May receive assignments from senior support personnel as necessary.

SUPERVISION OVER:

None; however, may provide technical direction to clients in Career Center, students or other support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Any one position may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found in positions within this classification.)

Communication/Customer Service

Provides information to the public regarding available community services; assists clients in researching vocational interests; continually maintains updated menu of community resources, job openings and services; registers job ready customers; schedules meeting for potential clients with Business Workforce Specialists; assists clients with testing requirements for employers; answers and routes telephone calls; conveys information both orally and in writing; answers inquiries from parents, staff, students, and other clients regarding programs and resources departmental rules, regulations, policies and procedures; directs clients to appropriate resources; greets and directs visitors; schedules and coordinates meetings; provides materials, and initiates requests for information when required.

Resource Center

Responsible for the daily operation of the Career Center; maintains current materials; coordinates/schedules use of Career Center with partners and other appropriate agencies; assists and supports clients' during job search activities including career/resource activities; furnishes clients with job leads; maintains current labor market information and business developments; updates job orders on website; maintains current level of knowledge of program regulations; participates in selected community events that compliment the program; attends meetings and participates on committees as appropriate.

Recordkeeping

Responsible for maintaining office filing and recordkeeping systems; enters, edits, and retrieves data; enters work experience timecards into database to track clients expenses; processes forms such as expenditure claims, participant and employee time sheets, deposit forms, courier distribution logs, mandated cost reports, purchase requisitions and online supply orders; maintains records and current information on programs and services, confidential files and other related information for department needs.

Document Preparation

Uses a computer to produce letters, memos, spreadsheets, and agendas from straight copy, rough draft, or oral instructions; completes forms, requisitions and other documents; prepares pamphlets, flyers, manuals, and handbooks; proofreads assignments for accuracy and completeness.

Staff Support

Coordinates and prepares for meetings and special events by assisting with registrations and confirmation, reserving rooms, and arranging for refreshments and necessary equipment; duplicates, sorts and distributes various documents; prepares bulk mailings; maintains departmental calendars; coordinates and confirms conference room reservation schedules; proctors timed assessments; sends, receives and distributes faxes and e-mail; scans, sorts, distributes, and redirects mail; maintains inventory of office supplies and orders as necessary; operates standard office equipment.

MINIMUM QUALIFICATIONS:

Education:

Sufficient formal and/or informal training to provide the ability to read and write at a level consistent with the requirements of the position.

Training and Experience:

Any combination of training and experience which demonstrates ability to perform the duties as described; a typical qualifying background would include experience working in an office environment involving public contact and public relations.

Knowledge of:

English grammar, punctuation, and spelling; basic mathematics; standard types of office filing systems, proper telephone etiquette and techniques; standard office software applications; standard office equipment. Basic research techniques; community resources and training programs; principles of quality practices and exemplary customer service.

Skill and Ability to:

Accurately type and learn to efficiently use various software applications ; communicate effectively in oral and written form; follow instructions; organize and prioritize work; perform basic research and report results; read and apply rules, regulations, and procedures; proofread material and make necessary corrections; learn and follow standard office procedures; learn appropriate filing and recordkeeping systems; select appropriate business formats; work cooperatively and effectively with students, parents, administrators, staff, and the general public.

Physical Requirements:

The usual and customary methods of performing the job functions requires the following physical demands: occasional lifting up to 25 lbs, carrying, pushing and/or pulling; some stooping, kneeling, crouching; reaching, handling; manual dexterity to operate a telephone and enter data into a computer; facility to sit at a desk, conference table or in meetings of various configurations for extended periods of time with or without reasonable accommodation; facility to see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, and computer screens and printouts with or without reasonable accommodation; facility to hear and understand speech at normal room levels and to hear and understand speech on the telephone with or without reasonable accommodation; facility to speak in audible tones so that others may understand clearly in normal conversations, in training sessions, and other meetings with or without reasonable accommodation; when applicable, facility to determine and differentiate colors with or without reasonable accommodation; when applicable, facility to drive an automobile or to arrange a consistent method of transportation.