

**RIVERSIDE COUNTY WORKFORCE DEVELOPMENT CENTER
CUSTOMER SERVICE TEAM
CHARTER**

Customer Service Teams are being chartered in each Workforce Development Center, Satellite Centers and EDD Stand-alone offices for the purpose of implementing the new integrated service delivery strategy. The overarching goal and priority for service integration is to create a skills-based, demand driven system responsive to the needs of our job seeker customers and our business customers. Team members will work together to ensure each function within the service delivery design is performed at the highest level of customer service.

Team Member functions and responsibilities are:

I. Welcome Function

- Greet customers & provide overview of services
- Determine initial needs
- Triage customers
 - Make appropriate referrals
 - Direct to one-stop services
- Determine registration status
- Provide guidance to complete registration
- Verify right to work and selective service registration
- Administer initial assessment tool
- Interpret initial assessment results to determine initial service strategy
- Determine job readiness
- Perform other duties as required and assigned

II. Skills Development Function

- Conduct appropriate needs assessments to identify skills, aptitudes, interests and supportive service needs
- Prepare various forms of testing/assessment for customers including selecting appropriate tools, proctoring tests and interpreting results
- Interview customers to identify needs
- Deliver a variety of skill development services addressing employment, training and supportive service needs
- Deliver services in group or one-on-one settings
- Provide coaching on career options based upon local labor market data and trends
- Develop Individual Employment Plans to establish appropriate career goals and detail specific plans for skill development activities, job search strategies, and supportive services
 - Update and modify IEP as needed

- Facilitate and arrange for jobseeker customers to attend skill enhancement activities
 - In-house training activities
 - Contracted training providers
 - Post secondary institutions
 - Assist with search for financial aid
- Perform other duties as required or assigned

III. Employment Services Function

- Provide job search assistance (job fairs, recruitments, job referrals, job development, etc.) and access to tools and information to assist customers in locating positions of employment and apply the skills acquired in the One-Stop to obtain employment
- Post job orders
- Provide appropriate referrals and needed services for customers requiring specialized services (counseling, budgeting, etc.) to ensure job retention
- Offer continuous engagement strategy and maintain communication with clients to prevent unsuccessful exits
- Provide further assessment and skill development when job search efforts are unsuccessful and/or customer's career path changes
- Assist with special projects including but not limited to, specialized outreach programs to targeted groups and the development of new skills training activities
- Perform other duties as required or assigned

Team Members Skills/Competencies

I. Communication Skills

- Ability to establish linkage with partners and/or business associations
- Ability to speak with public & conduct presentations
- Demonstrates active listening skills
- Demonstrates understanding of teamwork
- Demonstrates workshop development skills (research, curriculum development, power point presentations)
- Effective written communication
- Possesses good interviewing skills
- Uses effective customer coaching techniques

II. Business Ethics and Customer Service

- Ability to serve customers quickly and efficiently
- Ability to interpret initial and comprehensive assessment results
- Identify customer needs, skills, abilities, aptitudes and interests
- Ability to match customer to business needs
- Effectively resolves customer complaints
- Demonstrates customer service principles/standards
- Promotes customer service focus
- Uses customer feedback to improve services
- Works well with diverse populations

iii. Overall Job Knowledge

- Ability to access LMI using electronic/non electronic systems
- Articulate in current LM trends, UI rates in local area needs
- Ability to conduct task analysis on jobs to prepare for recruitments or training programs
- Ability to use internet and career related software
- Demonstrates understanding of CQI principles
- Demonstrates understanding of job search skills, interviewing, resume preparation, networking, job applications, cover letters, thank you notes
- Interprets assessment results
- Knowledge of skill development opportunities, i.e. “product box”
- Stays current with developments in their field
- Understanding and application of state and federal laws, policies and procedures