

WELCOME TEAM

Roles, Responsibilities, Skills & Abilities

ROLES & RESPONSIBILITIES

- Greet customers in a friendly, welcoming, and professional manner (walk-in, phone).
- Answer questions about the One-Stop Career Center's services and maintain knowledge of other community agencies and programs. Maintain communication with and refer individuals as appropriate to other community and partner agencies.
- Determine the purpose of customer's visit and direct them accordingly; arrange for customer to attend center Orientation.
- Set up and facilitate orientation process for One-Stop customers.
- Conduct initial interview/assessment to assess the skills level, aptitudes, and abilities of the customer; facilitate assessment activities, analyze assessment results and enter required information into the database.
- Interview customers to identify barriers to employment and identify services that will help address the barriers. Schedule appointments for customers as needed.
- Begin development of the Individual Employment Plan (IEP) with customers that provide an overview of customer's career goals, documents the assessment results and supportive services.
- Issue ID cards (scan cards) to customers and explain how these cards will be used (*wish list*).
- Based on assessment information, refer customers as appropriate to the Skills Team or the Job Getting Team.
- Maintain knowledge of the Welcome Team Process and ensure program integrity by committing to maintaining confidentiality and professionalism.
- Maintain proper documentation of customer's information, activities, and case notes entered into data information system, ensuring compliance and performance. Oversee and maintain files and computer databases ensuring proper documentation is available to support program eligibility and services received.
- Attend staff meetings, submit required reports, interpret program information, and make policy and procedural recommendations.
- Contribute in their team role(s) to ensure center performance standards are met and/or exceeded, while ensuring compliance with federal, state, and local rules and regulations.
- May occasionally assist with special projects, including but not limited to, specialized outreach programs to targeted groups, the development of new skills training activities.
- Performs other related duties as assigned.

SKILLS & ABILITIES

- Strong customer service and organizational skills
- Maintain knowledge of community resources and referral process
- Ability to effectively communicate orally and in writing
- Ability to critique resume and cover letters
- Maintain knowledge of labor market
- Skills in multi-tasking and ability to efficiently produce accurate work under pressure
- Sensitivity to customers with diverse backgrounds and stressful situations
- Proficient knowledge of Microsoft Office and office equipment
- Ability to maintain confidentiality of customer information and records according to legislated and policy requirements
- Ability to effectively deliver orientations
- Ability to effectively deliver workshop curricula on a range of skill development topics
- Ability to work independently and as a part of a team
- Ability to effectively coach and mentor
- Effective negotiation skills
- Effective marketing/sales techniques
- Effective investigative skills
- Effective documentation skills
- Maintain knowledge of programs as it relates to our customers