



## WELCOME TEAM DESCRIPTION

### Welcome Team Mission:

- Greet and orient customers to Network programs and services
- Collect data for Network / Virtual OneStop System (VOS) Registration
- Conduct initial jobseeker skills assessment consistent with employer demand
- Refer to myriad resources to address unmet needs
- Complete adult program enrollments as appropriate

### Welcome Team Functional Responsibilities / Duties:

#### Receptionist

- Greets customer and determines purpose of visit
- Triage customer flow, referring to Network Centers, Teams, partners, programs, services, community based organizations
- Processes returning customers' check-in using scan card procedures
- Answers phones, routing as appropriate
- Processes mail, coordinates package receipt

#### Welcome Team Crew

- Provides scripted initial visit overview of Network programs, processes, services
- Assists customers with on-line data collection for Network / VOS registration
- Verifies Social Security Number, Right-to-Work & Selective Service as needed
- Reviews Center Standards, EO/Customer Complaint, Information Release
- Issues scan card, explains its usage
- Facilitates self-administered VOS Basic Job Skills Assessment (directs to Assessment Center or performed at Welcome area to balance workload & flow)
- Performs initial suitability assessment through 1:1 jobseeker customer interviews
  - Reviews VOS Job Skills Assessment
  - Initiates or completes VOS on-line Common Intake that addresses work history, education background, desired occupation, employment barriers
  - Provides recommendations for internal and external products
- Refers to Network Teams, Centers, other entities using hand-off procedures
- Completes program enrollment(s) in VOS as appropriate
- Records services, activities, case notes documentation in VOS
- Maintains open communication with team members and Network staff

### Skills & Attributes:

- Ability to work with diverse ethnic and multi-cultural populations
- Proficient computer skills
- Knowledge of labor market information / workforce intelligence
- Efficient, effective initial suitability / job readiness assessment skills
- Highly organized team player adept at multi-tasking and working under pressure

### Performance Criteria

- Is proficient in VOS
- Refers customer to at least one other Team, Center, partner or external resource
- Enters case notes, services and resource referral documentation on day of service