

Name:

Job Title: Career Services Coordinator

Department: Community Services -Employment & Training

Reports To: WIOA Program Manager

FLSA Status: Non-Exempt

OVERALL PURPOSE

This role provides high-quality customer services and administrative support within the Pennsylvania CareerLink Resource Area. This role facilitates customer access to core and intensive services by collaborating with partner programs and promotes PA CareerLink services through digital and social media outreach projects.

ESSENTIAL FUNCTIONS

1. Customer Service & Communication

- Answer and screen incoming calls professionally, providing accurate information and direct inquiries
- Create a welcoming environment in the Career Resources Area, ensuring positive interactions with customers
- Greet customers upon arrival, assess their needs, and guide them to appropriate services
- Inform customers about daily orientation schedules and assist in the Career Resource Center
- Coordinate referrals to community partners and service providers

2. Administrative & Documentation

- Maintain accurate records, filing documents, and ensuring proper data entry into various databases and spreadsheets
- Assist in data collection and generate reports
- Handle PA CareerLink surveys and correspondence

3. Resource Center Support

- Familiarize and assist customers with available resources within the Career Resource Center
- Support a seamless referral process with community partners to meet customer needs

4. Office & Operational Support

- Maintain daily staff schedules for PA CareerLink operations
- Verify, correct, and record information per established procedures
- Organize and manage office documentation and filing system
- Manage social media outreach
- Assist in planning and coordinating outreach events

5. Continuous Improvement and Professional Development

- Identify and implement improvements to enhance service efficiency
- Adapt to organizational changes and contribute to strategic initiatives
- Cultivate an environment focused on delivering high-quality results
- Engage in professional development to stay updated on industry best practices

ADDITIONAL DUTIES

1. Assist with the preparation of quarterly reports
2. Assist with the preparation of Requests for Proposals (RFPs)
3. Secure office at the end of each day, ensure lights and equipment are turned off
4. Maintain clean and organized workstation
5. Perform additional duties as requested

QUALIFICATIONS

EDUCATION

- Associate degree in related field preferred

EXPERIENCE AND/OR TRAINING

- Experience in workforce development, social services, or marketing considered in lieu of degree
- Experience in an office environment preferred

ADDITIONAL JOB REQUIREMENTS

- Proficiency with social media platforms and computer software systems
- Stay current with technological advancements and integrate tools
- Foster a positive, cohesive, and collaborative work culture
- Resolve operational challenges promptly and efficiently
- Make informed decisions aligned with organizational goals
- Communicate effectively with co-workers or clients
- Adapt to changes in work environments and tasks
- Utilize creativity and organizational skills



To excel in this role, one must proficiently execute each vital task. The specified criteria outline the necessary knowledge, skill, and/or ability. Reasonable adjustments may be implemented to facilitate individuals with disabilities in carrying out these crucial functions.

I have carefully reviewed the provided job description and comprehensively grasp the outlined requirements. I am capable of fulfilling the essential functions of the role, whether with or without accommodation. I commit to executing all duties and responsibilities to the best of my capabilities.

Employee Acknowledgement

Supervisor Acknowledgement