

NAME:
JOB TITLE: CareerLink Service Specialist
DEPARTMENT: Tableland Community Services/PA CareerLink

FLSA STATUS: Non-Exempt
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OVERALL PURPOSE:

This purpose of this position is to provide excellent customer service and receptionist duties to the Pennsylvania CareerLink Career Resource Area by screening calls and walk ins, directing customers and phone calls to the various programming appropriately; answer questions and inquires; create and maintain spreadsheets/databases for tracking and reporting and assist a diverse population of customers with core services. Provide support to partner programs to streamline customer service transition from core to intensive level services.

ESSENTIAL FUNCTIONS:**1. Answer and screen incoming calls**PERFORMANCE MEASURES:

- Accurately disseminate information to caller
- Provide answers to incoming callers
- Route calls to the appropriate staff or department
- Cultivate an inviting and positive customer experience in the Career Resources Area

2. Greet customers entering the PA CareerLink.PERFORMANCE MEASURES:

- Provides appropriate customer service.
- Directs customers to appropriate partner for services from intake form.
- Reminds customers of the daily orientation schedule

3. Maintains required PA CareerLink paperworkPERFORMANCE MEASURES:

- Filing of PA CareerLink documents
- Assists with collection of data and creating reports
- Enters data into various databases or spreadsheets accurately

4. Preparing PA CareerLink mailingsPERFORMANCE MEASURES:

- Ensures timely collection, addressing and mailing of PA CareerLink surveys and other correspondences

5. Assists customers in the PA CareerLink Resource CenterPERFORMANCE MEASURES:

- Knowledge of resources available
- Ensure a coordinated referral process with community partners that is customer focused

6. Performs other program partner supportive duties as requested.PERFORMANCE MEASURES:

- Maintains PA CareerLink daily staff schedule
- Checks, corrects, and records information as directed
- Files paperwork in the proper location and order

OTHER DUTIES OF JOB:

1. Attend scheduled trainings
2. Gains an understanding of other agency programs to provide potential referrals
3. Performs any other duties as requested for the general benefit of the agency

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SUPERVISION RECEIVED:

Supervision is received from the PA CareerLink Site Administrator and/or the Tableland Community Services Director

SUPERVISION ADMINISTERED:

This position does not require the supervision of staff

QUALIFICATIONS

EDUCATION

- High School Diploma or GED

LICENSES OR CERTIFICATIONS

- Valid Driver’s License
- Clearances; Criminal, Child Abuse, FBI Fingerprint
- Mandated Reporter Child Abuse Training Certification

EXPERIENCE AND/OR TRAINING

- Two years customer service experience preferred

KNOWLEDGE, SKILLS, AND ABILITIES

- Advanced computer skills and knowledge in the use of internet, word processing, database systems, and spreadsheet programs
- Communicate verbal and written information effectively and professionally
- Stay organized and work independently with minimal supervision
- Provide customer service best practice
- Identify problems, inform others, and provide information to assist with solving the problem.
- Follow established confidentiality policy, safety standards, or applicable regulations
- Close attention to detail
- Meet frequent deadlines
- Manage multiple projects/tasks
- Dependable and punctual

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Signature of Supervisor/HR Representative