

NAME:**FLSA STATUS:** Non-Exempt**JOB TITLE:** Career and Business Services Specialist**PAGE:** 1**DEPARTMENT:** Tableland Community Services/PA CareerLink**OVERALL PURPOSE:**

Delivering customer service and administrative support within the Pennsylvania CareerLink Career Resource Area. Collaborate with partner programs to ensure a smooth transition for customers from core to intensive level services. Assist with the coordination of the business Services component of services.

ESSENTIAL FUNCTIONS:**1. Manage Incoming Communications:**

- Answer and screen calls promptly and professionally
- Provide accurate information to callers and respond to inquiries
- Direct calls to appropriate staff or department
- Cultivate a welcoming and positive environment in the Career Resources Area

2. Customer Reception

- Greet customers entering the PA CareerLink with warmth and professionalism
- Offer courteous and helpful customer services
- Guide customers to the appropriate partners for services based on intake form
- Inform customers about the daily orientation schedule
- Assists customers in the PA CareerLink Resources Center
- Coordinate referral process with the community partners

3. Document Management

- Maintain necessary paperwork for the PA CareerLink, including filing documents
- Assists in data collection and generate reports
- Input data accurately into various databases or spreadsheets
- Ensures timely handling, addressing, and dispatching of PA CareerLink surveys and other correspondences

4. Resource Center Assistance

- Familiarize yourself with available resources within the PA CareerLink Resource Center
- Facilitate a smooth referral process with community partners, prioritizing customer needs

5. Business Services

- Assists with business services and business education
- Promote business initiatives
- Engage with local business to establish and strengthen partnerships
- Maintain and nurture existing relationships with employer clients
- Co-facilitate Business Services activities
- Help to organize and conduct industry tours with business partners to educate the future workforce about the local labor market and in-demand occupations
- Monitor and report business services goals and outcomes on a quarterly basis
- Prepare and submit reports to Business Services Coordinator for review

6. Additional Supportive Duties

- Maintains the daily staff schedule for PA CareerLink
- Verify, correct, and record information as directed by procedures
- Organize and files paperwork appropriately

7. Adaptability and Continuous Improvement

- Identify opportunities for process improvement and implement best practices
- Adapt to evolving organizational needs and contribute to strategic planning for future growth
- Pursue opportunities for continued professional development

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OTHER DUTIES:

1. Gains an understanding of other agency programs to provide potential referrals
2. Performs any other duties as requested for the general benefit of the agency
3. Secure office at the end of each day and ensure all lights/machines are turned off
4. Maintain cleanliness of workstation

SUPERVISION RECEIVED:

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

QUALIFICATIONS

EDUCATION

- High School Diploma or GED

EXPERIENCE AND/OR TRAINING

- Two years customer service experience preferred
- Experience in an office environment preferred

ADDITIONAL JOB REQUIREMENTS

- Foster a positive, cohesive, and collaborative work culture
- Address and resolve day-to-day operational challenges promptly and efficiently
- Make informed decisions that align with organizational goals and values
- Communicate effectively with co-workers or customers
- Adapt to changes in work environment
- Utilize creativity and organizational skills
- Commitment to providing inclusive and accessible services to diverse clientele
- Ability to work effectively in a fast-paced, customer-oriented environment
- Stay abreast of technological advancements and integrate relevant tools to enhance office efficiency

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 accommodations. I commit to executing all duties and responsibilities to the best of my capabilities.

Employee Acknowledgment

Supervisor Acknowledgement