

WorkNet Pinellas

Classification Description

Classification Title: Resource Specialist
Department: Customer Services, Case Management
Pay Grade: 20
FLSA Status: Non-Exempt

Purpose

This position provides training, guidance and other services to various WorkNet customers to assure job placement and retention while meeting customer satisfaction goals. This position explains and informs customers of the various programs available at WorkNet. The incumbent also provides information and referrals for accessing community resources. In managing customer cases this position will perform basic secretarial work including data entry, making phone calls, and filing.

Job Duties and Responsibilities

Essential Functions:

- Provide guidance and instruction to customers on required activities
- Instruct job applicants on job search techniques and presenting a positive image
- Assist job seekers' skill building including resume and cover letter writing, interview preparation, and computer skills
- Assist customers with initial applications and orientations
- Screen customers for specific programs and services to determine eligibility
- Issue vouchers or incentive cards to eligible customers
- Manage job seeker expectations. Explain and emphasize "We want a 10" philosophy.
- Insure job referrals are correctly made
- Assess customers activity in the programs to ensure compliance with standards
- Prepare reports of customers progress and achievements
- Provide knowledge of WorkNet's services
- Research and provide knowledge of other community services
- Assist customers with referrals for community services
- Respond to and resolve customer complaints

- Coordinate services with other WorkNet Pinellas departments
- Provide guidance and support services to customers
- Manage customer cases, enter data, and file paperwork
- Coordinate and assist with employability workshops
- Schedule appointments for customers

Additional Duties:

Perform other duties as assigned

Minimum Education and Training

- Associate's Degree or some college coursework
- Two (2) years experience in recruitment and/or placement services or two (2) years experience in customer service related field.

Job Specifications

- Ability to communicate effectively both orally and in writing
- Knowledge of principles and procedures for providing customer and personal services
- Knowledge of online job exchange systems and the use of keyword search engines and spidering technology
- Knowledge of Federal & State laws and regulations relating to public employment services, the Workforce Investment Act, and other One-Stop Career Center programs incorporated through Florida's Workforce Innovation Act of 2000
- Knowledge of Microsoft office products – Word, Excel, PowerPoint, and Outlook
- Ability to maintain effective working relationships with others
- Ability to communicate effectively with people of all socioeconomic and situational backgrounds
- Ability to provide optimal customer service, to include acting as the customer's advocate, assuming a customer-centered approach
- Knowledge of current standards for resumes and basic job requirements
- Knowledge of the various programs that WorkNet provides

- Knowledge of community services including housing, food, and clothing
- Ability to determine the approach for completing tasks while following general guidelines
- Ability to work in an environment that requires the incumbent to be sensitive to change and responsive to changing goals, priorities, and needs
- Ability to perform specific clerical or manual tasks including copying, maintaining files, or entering data
- Ability to work in a responsive environment where co-workers or citizens bring problems that the incumbent must solve
- Ability to prepare and/or process purchase orders
- Ability to be accountable for inventory/property management
- Ability to determine individual benefit eligibility
- Ability to see, hear, and speak