

PRIVATE INDUSTRY COUNCIL OF WESTMORELAND/FAYETTE, INC.

JOB DESCRIPTION

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POSITION: **CUSTOMER SERVICE SPECIALIST**

PURPOSE: Welcome and guide customers into the PA CareerLink® and the Career Resource Center (CRC). Interact with customers to provide information about and in response to inquiries regarding PA CareerLink® services. Create and facilitate employment readiness workshops for CareerLink customers. Develop tracking reports for CareerLink activity and maintain up to date records.

QUALIFICATIONS:

Education: B.S. in Business, Education or related field with a commitment to obtain a Global Career Development Facilitator Certificate within 12 months of hire.

Experience: One to three years of Customer Service experience.

Skills, abilities and knowledge:

- a. Commitment to customer service and continuous improvement.
- b. General understanding and knowledge of PA CareerLink® services, Partners (staff and referral processes) and career resource materials.
- c. Excellent interpersonal skills.
- d. Effective oral and written communication skills.
- e. Ability to multi-task and prioritize workload.
- f. Problem solving ability where independent judgment may be required.
- g. Basic computer knowledge and skills with experience in Microsoft products.
- h. Ability to interpret data.
- i. Ability to maintain confidentiality.
- j. Capable of operating various office machines.

REPORTS TO: PA CareerLink® Administrator or Director of Workforce Development

SUPERVISES: None

JOB REQUIREMENTS and ESSENTIAL JOB DUTIES to be performed with or without reasonable accommodations:

Mental concentration: Considerable concentration intermittently.

Interruptions: Occur frequently.

Physical effort: Moderate physical effort in a predominately sitting position.

Special demands: Some driving and potential eyestrain.

Valid driver's license, verification of car insurance coverage, as well as reliable transportation (validated yearly minimum).

Duties may include any or all of the following. This list is intended to be representative.

01. Oversee and direct all CRC customers to best serve the job seeker customer. Greet, disseminate information and answer questions in a one-on-one situation.
02. Create and facilitate employment readiness workshops for CareerLink customers.
03. Develop tracking reports for CareerLink activity and maintain up to date records.
04. Assist with Job Gateway enrollments; resume preparation and job matching services/job preferences.
05. Assist in Career Development process by providing basic career services.
06. Guide/refer customers from the CRC to CareerLink Partner services: extend basic and individualized services.
07. Maintain CRC schedule and oversee its coverage ensuring that partners are up to date on daily activities.
08. Answer incoming calls and refer as appropriate.

09. Perform general clerical duties to include the maintenance of reports, surveys, and/or other pertinent information.
10. Hand out and collect local customer service surveys per schedule.
11. Develop and maintain cooperative relationships in the community/ participate in outreach activities.
12. Perform all other job duties as assigned.

CORPORATE EXPECTATIONS:

Every employee of the Private Industry Council of Westmoreland/Fayette, Inc. is an ambassador that influences the public's impression of our organization. As such, every employee is expected to demonstrate the following attributes: Commitment, Enthusiasm, Flexibility, Positive Attitude, Proactive Approach, and Teamwork. These qualities are important to both individual and corporate success.

PAY GRADE: E