

**PRIVATE INDUSTRY COUNCIL OF WESTMORELAND/FAYETTE, INC.**  
**JOB DESCRIPTION**

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**POSITION:**     **CUSTOMER SERVICE SPECIALIST**

**SUMMARY:**     The Private Industry Council of Westmoreland/Fayette, Inc., has provided workforce, education, and early childhood educational services to the communities we have served for over 40 years. The Customer Service Specialist will serve as the first point of contact for visitors to the local PA CareerLink® centers and is responsible to maintain a welcoming, positive environment while providing guidance and support during inquiry and enrollment into the CareerLink® suite of services. The ideal individual must have excellent customer service skills, be customer centered, and have the ability to communicate and work well with diverse populations.

**PURPOSE:**     Guide customers in the Career Resource Center (CRC) through the PA CareerLink® system. Provide information in response to inquiries regarding PA CareerLink® services.

**QUALIFICATIONS:**

- Education:     Minimum of an Associate's degree in Communications, Marketing, Business or related field with a commitment to obtain a National Family Development Credential within 18 months of hire.
- Experience:     One to two 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 and/or Workforce Manager

**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.
- Special Requirements: Current Act 33, Act 34, FBI/DPW and NSOR clearance documentation at hire. 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.     Develop tracking reports for CareerLink activity and maintain up to date records

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04. Assist with Pa CareerLink and Digital intake; resume preparation and job matching services/job preferences, IDme and Virtual Propio
05. Assist in the 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. Assist in answering incoming calls and refer as appropriate
09. Assist in entering information into Lobby Management platform as appropriate
10. 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:**

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**HOURLY WAGE:**

\$18.83 – Associate's  
\$21.18 – Bachelor's

**HOURS PER WEEK: 37½****EMPLOYMENT CLASSIFICATION: Non-Exempt**