

**JOB DESCRIPTION**

**Page 1 of 2**

**Position:** Customer Service Specialist

**Employment Classification:** Non-Exempt

**Reports To:** PA CareerLink ® Administrator and/or Workforce Manager

**Supervises:** None

**Summary/Purpose:** 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 Services 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 PA CareerLink ® suite of services. This role requires computer literacy, proficiency with Microsoft office, the ability to multitask/prioritize tasks and strong communication skills, both verbally and in writing. The ideal candidate will possess excellent interpersonal skills with a customer centered focus and have the ability to communicate and work well with varied populations.

**Qualifications & Requirements:**

**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:** Minimum of one year customer service experience.

**Mental Concentration:** Considerable concentration intermittently

**Interruptions:** Occur frequently

**Physical Demands:** Moderate physical effort in predominantly sitting position. Potential eye strain.

**Special Demands/Requirements:** Occasional travel and overtime hours required. Valid driver's license, verification of car insurance coverage, as well as reliable transportation (validated yearly minimum). Current Act 33, Act 34, FBI/DPW, and NSOR clearance documentation at hire.

**Confidential Information Used:** Various forms of personally identifiable information (PII), including but not limited to, participant geographical and identification data, health/mental health, and developmental status, individual or family economic detail, environmental information, and personnel data.

**Essential Job Duties: to be performed with or without reasonable accommodation**

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

1. Oversee and direct all customers to best serve the job seeker customer. Greet, disseminate information and respond to inquiries as necessary in person, via phone or email.
2. Develop tracking reports for PA CareerLink ® activity, maintain up to date records.
3. Assist with PA CareerLink® and digital intake, resume preparation and job matching services/job preferences, IDme and Virtual Propio needs.
4. Assist in the Career Development process by providing basic career services.
5. Guide/refer customers from the Career Resource Center (CRC) to partner agencies and services.
6. Maintain the CRC schedule and oversee its coverage; ensure that partners are up to date on daily activities.
7. Assist in answering incoming calls and refer as appropriate.
8. Perform general clerical duties to include the maintenance of reports, surveys and/or other pertinent information.
9. Distribute and collect local customer service surveys according to the established schedule.

- 10. Develop and maintain cooperative relationships in the community/participate in PA CareerLink® outreach activities as requested.
- 11. Attend all professional development trainings, meetings, and events as necessary.
- 12. Perform other duties and assist with special projects as assigned.

**Corporate Expectations:**

Every employee of the Private Industry Council of Westmoreland/Fayette, Inc. is an ambassador who 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:**

D-1  
E

**HOURLY WAGE:**

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

**HOURS PER WEEK:**

37.5