

Susquehanna Workforce Network, Inc.

Position Description

Job Title: Work-Based Specialist-Department of Human Services (DHS)

Summary:

This position provides clerical support services to the Welfare-to-Work, Work Based Training Program. Position is required to maintain this information for SWN and in DHS systems, Works and be familiar with The Maryland Workforce Exchange (MWE). This position reports to the Work Based Training Program Coordinator.

Essential Job Functions:

- **Monitoring Functions (Weekly)-Customer Time and Attendance, Job Search and Work Experience.** Ensure customers follow required prior outlined actions. Data entry weekly data into SWN and DHS spreadsheets.
- **Monitoring Functions (Monthly)-Customer Files, Letters and Keeping Active.** Ensure customers are active, create and maintain Job Retention Customer file and list. Send retention letters to customers.
- **Reporting Functions (Weekly)-Case Management Reports.**
- **Reporting Functions (Monthly)-SWN Customer Reports.**
- **Assists with Employment Expos and events.**
- **Perform general clerical support and functions for Program.** Setting up Customer appointments, completing forms as required, Customers mailings, both electronically and postal service.
- **Maintain confidentiality of all customer information.**
- **Work and assist with Workforce Center (WFC) staff in servicing the customer.**
- **Attend events, committee meetings, workshops and seminars as required.**
- **Assist with outreach activities.**
- **Performs other duties as assigned.**

Knowledge, Skills, Abilities:

1. **Thorough knowledge, skills and abilities in providing continuous professional clerical support with regard to office procedures.**
2. **Knowledge, skills and abilities in human relations and strong interpersonal skills.**
3. **Knowledge, skills and abilities to communicate effectively orally and in writing within and outside the organization.**
4. **Skills and ability to organize, plan and execute work with minimal supervision.**
5. **Skills and ability to use computer and related software for work, research, meetings, presentations, databases and internet.**
6. **Skills and ability to present information proficiently, competently in oral and written format.**
7. **Ability to maintain confidentiality of all customer information.**

Required Qualifications:

Training and/or Education:

High School diploma or GED.

Experience:

Clerical experience related to telephone and computer use, customer service, organizational skills and communicate effectively.

Work Environment:

Physical Demands:

Work performed primarily in an office setting, sitting at a desk or computer. Requires some walking and standing.

Unusual Demands:

The work involves frequent interruptions and occasional deadline pressure.

FLSE Status: Non-exempt