

Welcome Team Job Description and Customer Flow

Accountable to:

Under the Next Generation Career Center model Welcome Team Members will be accountable to the Welcome Team Leader who will work in conjunction with the Functional Leader who is responsible for overseeing the day-to-day operations of the Missouri Career Center.

Responsibilities:

1. Greet customers in a friendly, welcoming, and professional manner.
2. Determine the purpose of each customer's visit and direct them accordingly.
3. Answer questions about the Missouri Career Center services and resources, as well as other community resources when necessary.
4. Assist with data entry and special projects as needed.
5. Enter and update the 10+4 key required elements for Missouri Career Source Registration.
6. Conduct a one-on-one interview to assess the skill levels, aptitudes and abilities of customers and concurrently enter required application information into the Toolbox system.
7. Evaluate the service needs and barriers to employment of Missouri Career Center customers.
8. Set up and facilitate initial assessment activities and analyze assessment results.
9. Record assessment and other services provided in the Toolbox system, including entry of case notes to document customer interactions.
10. Based on assessment information, refer customers as appropriate to the Skills Team or the Employment Team.
11. Begin development of the Individual Employment Plan (IEP).
12. Assist customer through each step of the Welcome Team process.
13. Schedule appointments when necessary for customers to return.
14. Answer phone when necessary and serve as backup to greeter.
15. Other duties as assigned.

QUALIFICATIONS

1. Prefer one year of customer service and professional work experience in the workforce development system or related field.
2. Preferred completion of required workforce certification training program within 12 month of hire date.
3. Ability to work as a member of a functional team that provides employment and skills development services to job seekers.
4. Knowledge of skills and aptitude assessment tests and ability to interpret and analyze test results. Ability to conduct customer interviews seeking information that will assist in identifying service needs.
5. Ability to accurately and efficiently enter records into a management information system.
6. Must be willing to submit and pass a drug/alcohol test.
7. Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
8. Arrange for customer to attend needed employment seeking and skill building workshops.
9. Conduct one-on-one meetings to determine how the Employment and Skills Development Teams can help each customer meet his or her employment goal.
10. Must possess high school diploma or GED.
11. Basic familiarity with common office equipment.
12. Strong customer service and organizational skills.
13. Excellent verbal and written communication skills and versed and skilled in telephone etiquette.
14. Sensitivity to customers with diverse backgrounds and in stressful situations.
15. Ability to multi-task, to work both independently and as a part of a team and to work under pressure.
16. Adaptable and flexible to respond to customer concerns and needs.

The Welcome Team – Customer Flow

