

## **JOB OPENING**

**Job Title:** CAREER CENTER ASSISTANT  
**Department:** Operations  
**Reports To:** System Manager  
**Classification:** Non-Exempt  
**Location:** netWORKri - Providence

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### **SUMMARY**

Provide assistance to customers utilizing computers in the Career Center. Refer to appropriate American Job Center (AJC) services or partners.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

1. Register customers in EmployRI and log-in to utilize the Career Center.
2. Provide guidance and instruction for new AJC customers on completing/updating their information in EmployRI.
3. Conduct brief service overview to assess the needs of new AJC customers.
4. Introduce new and existing customers to services such as WIOA, employer recruitments, other grants/programs, and AJC services and assistance.
5. Assist customers in Career Center with:
6. Copying/faxing of job search related materials
7. Basic computer operations
8. Completing online job applications
9. Completing Unemployment Assistance application
10. Coordinating Career Center functions including:
11. Replenishing paper in copier and printer
12. Logging onto Career Center computers
13. Provide exceptional customer service to AJC customers.
14. Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Responsible for own work and not required to direct or supervise other personnel, but may occasionally instruct or show another employee how to perform the work.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work with and support a diverse customer base
- Strong communication, computer, facilitation and organization skills
- Excellent customer service skills
- Ability to work independently and to prioritize multiple tasks

#### **EDUCATION and/or EXPERIENCE**

High School Diploma or GED, two years of clerical or customer service experience and/or related experience and/or training; or equivalent combination of education and experience.

#### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

#### **COMPUTER SKILLS**

The ability to understand more advanced computer skills and be proficient in the advanced knowledge of software such as Microsoft Word, Excel, PowerPoint, Access as well as data management systems.

#### **OTHER SKILLS AND ABILITIES**

Bilingual Spanish preferred

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

N/A

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To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, Program Assistant, National Initiatives

[lkelman@workplace.org](mailto:lkelman@workplace.org)