



POSITION DESCRIPTION

Position: Resource Specialist

Reports to: Western Wisconsin WDB Director of Administration

GENERAL DESCRIPTION: Under the supervision of the Western Wisconsin WDB Director of Administration, the Front Desk Coordinator is responsible for the daily operation of the Job Center of Wisconsin's resource room.

ESSENTIAL FUNCTIONS/TASKS

- Greet and welcome guests.
- Answer questions and address complaints
- Help customers with computer-related issues.
- Answer and redirect incoming calls.
- Receive and sort incoming mail and packages.
- Recommend services based on needs of individuals.
- Learn programs offered by other agencies.
- Be empathetic and a great listener to provide outstanding service.
- Help create resumes that stand out in various occupations.
- Maintain strong partnerships with other agencies/vendors.
- Other duties as assigned.
- Serve as work permit officer

MINIMUM QUALIFICATIONS

- Minimum of 2 years customer service experience
- Strong organization and multi-tasking abilities
- Working knowledge of office machines and Microsoft Office,
- Flexibility and the ability to accommodate various populations will be essential.
- Strong verbal and written communication skills
- Understanding of workforce development and job training programs a plus
- Ability to learn/maintain new policies and procedures from partnering agencies.

PAY SCALE

\$18.00 per hour to \$23.00 per hour. Full time at 40 hours per week.

Employee Signature

Date

Supervisor Signature

Date