EMPLOYMENT CENTER COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for coordinating activities relating to the operation of a Resource Room with significant emphasis on assisting customers to access information provided in a multimedia environment including personal computers, phones, a lending library, pamphlets and using internet based resources. Work is performed under general administrative direction with leeway for independently performing the duties of the position. Supervision and guidance are provided to persons assigned to the Resource Room.

TYPICAL WORK ACTIVITIES:

Provide customer assistance in operating computer equipment, and using Labor Department or other job search resources, including resume preparation/updates in person or via virtual platform;
Monitor customer access to phone and customer logs;
Maintain pamphlets, books, brochures, and other information in the Resource Room;
Maintain and orders office supplies for the center and is responsible for Inventory of the Department;
Recommends changes in operating procedures and programs to meet the needs of the center;
Maintains a calendar of programs of interest to customers using the services of the center.
Acts as receptionist directing callers to the proper person or office;
May sort, stamp, log in and distribute incoming mail;
Maintains records and prepares reports;
Operates various office machines, including personal computers, copiers, fax machines, scanner, shredder, tablets and smart board;
Create content for, update and maintain the departments' social media;
Assist County media personnel to update Centers' information;

Collects and compiles statistics and information for the director;

May create flyers and assist staff as needed;

Maintain business relations for website Hot Jobs;

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the use, operation, and routine maintenance of personal computer hardware, software, and peripheral equipment; working knowledge of employment and training program objectives; ability to establish and maintain effective working relationships with center customers; ability to operate a personal computer using Windows applications; ability to provide assistance to customers; sensitivity to issues encountered by unemployed or underemployed persons; sensitivity to issues of cultural diversity; ability to follow policies and directives; and working knowledge of social media.

MINIMUM QUALIFICATIONS: Either:

(A) Possession of an Associates Degree in Computer Technology; or

(B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in providing clerical support services including the operation of a personal computer using applications in Windows.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: https://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee.

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Public Hearing: N/A
NYS Civil Service Commission Approval N/A

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