

Buffalo Employment and Training Center

BETC – Resource and Information Specialist I

Department: Career Resource Center	Salary Range: \$30,000 – \$36,000
Location: Career Resource Center	Classification: Technical/Non Exempt
Reports To: CRC Manager	Category: Introductory / Regular Full time

Summary

Performs administrative, customer and technical support duties for the Buffalo Employment and Training Center and programs. Work includes providing initial information and orientation to customers on services available and how to access these services, how to use computerized Center services, conducting preliminary assessment to determine customers' needs, performing office and clerical duties, serving as a reference point for providing help to customers, receiving customers entering the Center, answering phones and directing calls to appropriate staff members, managing mail functions of the Center. An individual in this position will be responsible for staffing the help desk and relief on the front desk.

Examples of Work (Illustrative Only)

- Appropriately receives customers, both telephone and walk-in, and assists them in determining the appropriate Center services or staff to utilize;
- Data input
- Demonstrates professional and courteous services at all times
- Must have excellent phone etiquette and people skills
- Accurately and effectively presents Center services to customers, has the ability to gather information from customers to determine initial needs and services;
- Facilitates the movement of Center customers to appropriate services and activities;
- Answers customers questions and resolves issues or escorts to appropriate staff to do so;
- Demonstrates knowledge of services available through the Center;
- Assists customers in using Center information and tools;
- Effectively interacts simultaneously with customer and computer systems to capture, record and access information;

- Schedules customers for services and activities in a timely and accurate manner;
- Provides basic information on self-help and information services, may conduct information, orientation or workshop sessions to provide information to customers.
- Enter information onto appropriate forms or into appropriate computer system;
- Maintains files and file rooms, responsible for the accurate and timely filing of customer information and retrieval of information for Center staff;
- Maintain the Center's reception area and provide customer service and information, collect customer information, answer customer questions;
- Effectively receives, routes and sends Center mail, including express service;
- Demonstrates the knowledge and ability to operate the Center's telephone and swipe card system;
- Provides mail service and large volume copying service for the Center;
- Provides clerical support as needed;
- Demonstrates the ability to work with a multicultural diverse population
- Other duties as assigned.

Additional Requirements:

- Ability to use Microsoft Word and the Internet
- Ability to access the internet and locate information needed by customers □
Ability to introduce and assist customers to: *Choices, New York State Job Bank, WDSuite, WNet and other computerized system available to customers.*
- Will be subject to drug screening, driving record check, and criminal background check
- Individuals in this position will be required to work flexible hours, which will entail some evening hours and work on Saturdays, as scheduled.

Essential Physical/Mental Functions

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Elements

- Lifting and carrying 5-20 pounds occasionally; ▪ Pushing and Pulling 5-20 pounds occasionally;
- Ability to stand, walk and sit frequently;
- Ability to speak and hear, both in person and on the telephone frequently;
- Repetitive use of hands to finger, handle, feel and operate standard office equipment frequently;
- Ability to bend, squat, kneel, reach, balance and climb stairs frequently
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

Mental Performing Elements

- Regularly required to use written and oral communication skills
- Organizing and coordinating schedules;
- Read and interpret data, information and documents;
- Analyze and solve non-routine and complex office administrative problems;
- Use math and mathematical reasoning;
- Observe and interpret situations;
- Learn and apply new information or skills;
- Perform highly detailed work on multiple, concurrent tasks; ▪ Work under intensive deadlines with frequent interruptions;
- Interact with Center directors, managers, staff, customers, the public and others encountered in the course of work; ▪ Completing written work related reports.

Education and Experience:

Graduation from a two-year college with a degree in an office support or customer service area and two years of paid full time work related experience.

OR

Graduation from High School or its equivalent and four years of paid full time work related experience.