



Employment Opportunity

Customer Engagement Specialist
Business and Employment Resource Center (BERC)
\$16.07 hourly salary (Grade G08)

Contingent Position – 37.5 hour weekly

Contingent Employees are hired under an Employment Contract which includes paid time off (PTO), medical insurance coverage an additional 3% salary contribution for an employee retirement

Apply By: Monday, December 5, 2016 @ 5:00 p.m.

GENERAL RESPONSIBILITIES Serve as the Center greeter and customer engagement specialist by providing excellent customer service – assess customers' needs and provide personalized and professional services. Serve customers following Business & Employment Resource Center's policies and procedures in accordance with Workforce Innovation and Opportunity Act programs regulations and all Federal, State, and local laws.

ESSENTIAL TASKS include the following; other duties may be assigned

Greet individuals and perform initial needs assessment

2. Provide initial options for program and partner referrals
3. Assist customers with registration and use of the Maryland Workforce Exchange
4. Facilitate the engagement with employment resources for job seekers by providing comprehensive information on the local workforce system
5. Assist customers by facilitating and demonstrating the use of self-service workforce resources
6. Refer job seekers to training and/or supportive services to improve their job readiness by utilizing community, training and educational resources
7. Provide resume and job application consultation
8. Follow up to ensure customers continue to engage in active job search
9. Provide on-going services to job seekers to expedite employment
10. Identify potential customer job matches utilizing MWE and identified regional opportunities
11. Provide businesses with basic information regarding business services and make appropriate referrals
12. Answer, screen, provide information, and take messages in response to telephone calls, referring to other information sources when needed as a back-up.

EDUCATION AND EXPERIENCE

1. Associates degree in Social Sciences, Psychology or related human services
2. Two years direct customer service work experience required; employment and training programs experience preferred
3. MS Office suite experience required

A comparable amount of training and experience may be substituted for the minimum qualifications.

A Carroll County Government job application is required for this position

Apply on-line: cggovernment.carr.org

Call the Carroll County Job Hotline at (410) 386-2020 to request an employment application or call (410) 386-2129 for employment inquiries

**POSTED: 11/22/16
(17-66)**

Carroll County is an equal opportunity employer

The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kimberly L. Frock, Director and Carroll County Government Americans with Disabilities Coordinator for employment, Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.