



RESOURCE SPECIALIST

POSITION DESCRIPTION

A Resource Specialist introduces residents to Workforce Solutions self help resources. She/He helps residents use Workforce Solutions computers and other resources. She/He may suggest talking to another Workforce Solutions staff member, or using staff assisted resources such as workshops, to help the customer get a job, keep a job or get a better job.

REPORTING REQUIREMENTS

The individual in this position reports to _____ (line supervisor)

RELATIONSHIPS

A Resource Specialist works primarily with residents using Workforce Solutions Resource Room. Inside Workforce Solutions, a Resource Specialist works with all staff in a career office, but particularly Employment Counselors, Personal Service Representatives, and Financial Aid Specialists.

QUALIFICATIONS

- High school diploma or GED and two years of college coursework OR
 - ✓ High school diploma or GED and two years of customer service or contact with people in a business environment where skills learned are transferable to a resource specialist position at Workforce Solutions OR
 - Each 6 months of experience substitutes for 15 semester hours of college coursework
 - ✓ Two years of experience working at Workforce Solutions and a recommendation from current or most recent supervisor
- Has knowledge of the workplace, jobs, and requirements for entry into those jobs.
- Is able to listen to customers, analyze expressed needs and use good judgment in suggesting solutions or next steps.
- Uses tact, diplomacy, and persistence in providing suggestions to customers
- Is friendly, courteous and presents herself/himself as a professional
- Is able to deal patiently with problems, complaints – remain courteous when dealing with difficult and angry customers
- Has intermediate to advanced computer skills including knowledge of Microsoft Windows and Office; able to learn new software

- Able to provide instruction or guidance in computer operations and can provide technical assistance in software programs such as Microsoft Office and Windows.
- Can provide assistance in establishing internet e-mail accounts, browsing and searching the internet
- Can solve minor operational problems with equipment in the resource library such as personal computers, printers, faxes and copiers
- Has good problem solving skills
- Is able to multi-task
- Is flexible and adaptable
- Works well in teams and with resident customers and other staff (flexible, congenial and adaptable)
- Is able to communicate orally and in writing at a business level

DUTIES AND RESPONSIBILITIES

- Helps customers to access basic self help services through effective use of the resource library
- Is thoroughly familiar with electronic, print and other resources in order to make helpful suggestions depending on the customer's individual needs and desires
- Is computer literate and has sufficient skills to help customers use electronic resources
- May critique a resume or letter of introduction or may refer to another staff member to provide that help
- Provides information about community resources
- Uses good judgment in suggesting when customers may benefit from individual help from career office staff or other job seeking resources
- May provide job search assistance including direct referral to jobs in Workforce Solutions database for qualified candidates
- Records those referrals properly
- Understands entire office operations sufficiently to direct customers appropriately
- May provide local labor market information - what companies and industries are in the area, what skills and experience local area employers prefer and require, what is the usual means of entry into those companies/industries, advice on how best apply
- Is knowledgeable of current local labor market information, including:
 - Employers and industries in the region and near a local office, including the largest employers and key industries
 - Skills, education and experience area employers require and prefer, including skills and experience needed for growth occupations in key industries
 - Usual means of entry into area companies, industries and occupations, including the area's key employers and industries, and how to apply for work there
 - Workforce Solutions's targeted industries and high-skill, high-growth occupations and detailed information about entry into these industries and occupations

- Provides appropriate and relevant labor market information to help a customer in her job search
- Is knowledgeable of and able to use information about transferable skills from one industry

PERFORMANCE EXPECTATIONS

1. Provides Good Customer Service

- This performance is measured by observation of at least four (4) customer interactions a month noting the following for each observation:
 - Resource Specialist responds to customer requests by giving accurate helpful information including resume critiques when appropriate.
 - Resource Specialist interacts with customers in a friendly manner, making eye contact, listening to customer requests, and offering help to customers who have not asked for help.
 - Resource Specialist communicates clearly and accurately to the customer how Workforce Solutions can be of help. Suggests how the customer may benefit from help from career office staff or other resources. Directs customers appropriately contributing to satisfied customers and organized customer movement into and out of the resource area
 - Resource Specialist is sufficiently knowledgeable to provide labor market information, information about office resources, community resources, and use of resource room materials and equipment (The supervisor may measure this performance by observation of the Resource Specialist interacting with a customer or by questions from the supervisor or designated staff person concerning knowledge in the areas listed.)

The four (4) areas above are acceptable or not acceptable during each of four (4) monthly observations (see observation form). This is 16 areas marked as acceptable, or not, during the month. Performance ratings follow:

- ✓ Outstanding - Exceeds performance expectation – 95% to 100% of interactions meet expectations. (*Example: During the year, the observer marks four (4) areas as acceptable, or not, during each of 48 observations for a possible total of 192 areas marked acceptable each year. 95% - or 182- areas marked acceptable are an outstanding rating.*)
- ✓ Proficient - Meets performance expectation – 85% to 94% or interactions meet expectations.
- ✓ Unacceptable – Fewer than 85% of observed interactions meet expectations.

2. The career office meets the customer satisfaction standard as measured by the Board's semi-annual resident customer satisfaction survey.

Performance Expectations for Resource Specialists with at least two years experience as a Resource Specialist who have scored 100% on the last two month's observations

Tenured staff that consistently performs at a high level may not need supervisory observations as frequently as others may. When an employee has

- two years experience as a Resource Specialist and
- has scored 100% on the last two month's observations

the supervisor may decide to observe that Resource Specialist only once each quarter. Observations once a quarter will continue unless the Resource Specialist falls below the outstanding level on her/his annual review. If the tenured Resource Specialist does not rate Outstanding on the annual review, the supervisor will resume recording four (4) observations a month. If, at any time during the review period, the Resource Specialist's performance is unacceptable, the supervisor will begin to record four (4) observations each month.

- ✓ Outstanding - Exceeds performance expectation – 95% to 100% of observed interactions meet expectations
- ✓ Proficient - Meets performance expectation – 85% to 94% of observed interactions meet expectations.
- ✓ Unacceptable – Fewer than 85% of observed interactions meet expectations.

Overall Performance Rating

Outstanding – Rated outstanding on the customer service standard and the office does not score an unacceptable rating on either of the semi-annual resident customer satisfaction surveys.

Proficient – Not rated either Outstanding or Unacceptable

Unacceptable – Rated unacceptable on the customer service standard.