| Staff Position  | Services Provided at Customer’s Request |
| --- | --- |
| Greeter | Listens to customer requests for service and directs the customer to the appropriate staff member to provide that service* May suggest a service to a customer who is unsure of what help she wants or needs
* Provides Work Application and Addendum to customers
* Updates Work Application information in WorkInTexas.com
* May enter customer services into WorkInTexas.com

Provides UI Call Center Card for direction to filing Unemployment Insurance * Provides most forms requested by customers including:
* Wage complaint form
* Job Search Log
* Attendance Form
* UI appeals form - request to appeal ruling denying UI
* Written labor market information
* Federal Earned Income Tax Credit (EITC) information
* Information packet about Workforce Solutions services
* Trade Act Information
* Refers to other service provider organizations
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| Resource Room Specialist | Helps with the use of equipment including:FaxTelephones* Copier
* Directs customer to helpful computer resources including:
* WorkInTexas.com
* Helpful Internet sites with job postings or other career advice
* Resume software
* Helps customer to update resume
* Helps in finding labor market information and other library research
* Provides requested forms including the following:
* Pell Applications
* Federal Financial Aid Applications
* Wage complaints
* Wage Appeals
* Workforce Solutions work Application and help needed in completion of it
* Typing test practice - QWIZ or other
* Refers to other service provider organizations
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| Employment Counselor | Provides job search assistance by direct referral to an available job Provides career advice and labor market information specific to the customer * Refers to a staff specialist when the customer needs extensive help to look for a job or keep a job
* Helps in completion of Work Application
* Often provides the first service specific to the individual customer. Helps determine which services will help customer to meet employment goals
* Provides one-on-one resume assistance
* Provides information on a job listing when the customer has received a call in card or telephone message about a specific job
* Records information from an employer for a job posting. Usually forwards this information to Employer Services staff for entry into database. May data enter the information
* Refers to other service provider organizations
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| Personal Services Representative  | * Counsels customers to help them identify and verbalize their value to an employer. Helps customers overcome challenges to looking for work or working
* Refers customers to licensed counselors when personal problems require intervention

Provides job search assistance by direct referral to a job Provides career advice and labor market information specific to the customer including advice about financial aid opportunities. Provides information & applications on education grants including Pell, FASFA* Helps in completion of Work Application
* Provides information on a job listing when the customer has received a call in card or telephone message about a specific job
* Assesses need for financial aid including child care and travel assistance
* Assess and discuss need for training and career options connected to the training
* Keeps in close touch with people successful job search is the PSR’s responsibility
* May provide resume assistance
* EITC (Earned income tax credit information)
* Refers to other service provider organizations
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| Testing and Assessment Specialist | Administers TABE and career oriented tests* Provides the customer an assessment of likely career options based on test results
* May discuss with customer the advantages of testing to help make career choices
* Refers to other service provider organizations
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| Facilitator  | Conducts scheduled workshops some of which provide basic service information and others expanded service information* Participates in Regional Facilitator team providing seminars at locations outside our offices.
* Provides resume help
* May assist in completion of Work Application
* Refers to other service provider organizations
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| Call Center Customer Service Representative  | Provides information about Workforce Solutions financial aid* Provides information on education, training and child care vendors

Provides information & applications on education grants including Pell, FASFA* Determines financial eligibility for Workforce Solutions financial aid including child care, scholarships and other support services.
* Knows where specific training is provided and something of the career opportunities the training makes available
* Refers to other service provider organizations
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| Business Consultant | Outside Sales staff solicits employers for service from Workforce Solutions. They office in Gulf Coast career offices throughout the area * Maintain and build relationships with new and existing customers by offering and organizing specialized hiring help and job posting opportunities in WorkInTexas.

Collects information on employer job postings and the desired qualifications of job candidates* Data enters job postings for employers
* Provides labor market information to employers and to Workforce Solutions career office staff
* Interviews candidates interested in applying for jobs with employers asking for intensive service.
* Attends networking events, is involved with Chambers of Commerce, Economic Development Groups, and Professional and Industry Organizations.
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| Management | Creates and maintains a positive work environment that allows staff to be successful. * Participates in hiring and supervising staff including evaluating performance and suggesting personnel actions
* Serves on workgroups and manages special projects
* May assure safety and maintenance of a facility
* Speaks to customers asking for someone in management

Uses good judgment in hearing and attempting to satisfy customer complaints* Meets employers who come into the office for service
* Interacts with community organization with missions that are common to or complement Workforce Solutions mission
* Works with government leaders interested in workforce development
* Works with H-GAC on plans and implementation of services to customers
* Refers to other service provider organizations
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