

JOB DESCRIPTION Workforce Office Greeter

Greeter Position Summary:

Greet and assess needs of visitors to the Workforce Office. Schedule appropriate service(s), assist in completing forms and maintain forms, documents, and files as needed. Serves as program assistant performing a variety of moderately complex clerical and clerical-administrative duties requiring an awareness of virtually everything happening in the Workforce Office with an emphasis on the public contact function.

Primary Functional Tasks:

- Assures customers are personally greeted immediately upon entry into the Workforce Office, using Workforce Office's greeting standards and scripts.
- Assesses purpose of customer's visit and schedules customer for appropriate service, using Workforce Office Scheduler system.
- Assists customers by giving appropriate forms to complete as needed.
- Files and retrieves materials based on full knowledge of Workforce Office product box, programs, policies and procedure.
- Summarizes information for standard reports; selects data from varied sources. Processes information using a variety of computer driven word processing, spread sheet and file maintenance programs.
- Work includes assimilating information from a variety of sources to provide requested data daily.
- Gives and gathers a variety of information utilizing knowledge of programs and procedures.
- Coordinates workshops by notifying participants of date, place and times; assists in the preparation of program; records registrations; prepare reports for distribution to appropriate individuals.

Secondary Functional Tasks:

- Maintains all necessary forms, documents and files used at the Greeter station.
- Maintains Resource Center Kiosk.
- Functions as Resource Center Representative when needed.
- Performs other duties as assigned.

JOB QUALIFICATIONS/REQUIREMENTS

- Must hold a high school diploma or equivalent and a minimum of one year of experience with Workforce Investment Act, Wagner-Peyser, Unemployment Insurance, REA, Veterans Services, Employer Services, Trade Act services and/or other related employment and training programs.
- Must possess good written and oral communication skills, good interpersonal skills, and good analytical skills.
- Must possess good computer skills
- Must demonstrate an awareness of and sensitivity to the various cultural and socioeconomic characteristics of the clients and staff members.

Knowledge, Skills, and Abilities/Competencies

- Considerable knowledge of modern office practices, procedures, equipment and standard clerical techniques including knowledge of popular computer driven word processing, spreadsheet, and file maintenance programs.
- Considerable knowledge of arithmetic, grammar, spelling, punctuation, and vocabulary. Skill in the operation of computer software and internet based data entry systems including ncworks.gov.
- Ability to make minor administrative decisions in accordance with laws, ordinances, regulations and Workforce Office policies and procedures.
- Ability to process information with accuracy at the speed required by the position.
- Ability to maintain a variety of moderately complex records and to compile data from such records.
- Ability to understand and follow moderately complex oral and written instructions.
- Ability to deal tactfully and courteously with the public.
- Ability to establish and maintain effective working relationships with Workforce Office staff.
- Communication skills needed to answer inquiries about processes, services, and operations over the phone and in-person and to prepare concise and factual written reports.
- Interviewing skills needed to analyze, interpret, and evaluate information and conflicting opinions.
- Reasoning skills to apply the provisions of the applicable laws, rules, regulations, and procedures to specific areas.