
Job Description

Resource Room Facilitator

Position Summary:

The Resource Facilitator reports directly to the WIOA Coordinator and provides support and assistance to customers utilizing the Arkansas Workforce Center resource area. Provides outstanding customer service to job seekers in an effort to assist them in meeting their employment goals. This job classification requires diplomacy, customer service, communication, clerical skills and the ability to multi-task. This position is contingent upon continued grant funding.

Position Responsibilities and Duties:

- Welcomes customers to resource area and responds to customer's questions and requests for assistance. Provides assistance and encouragement to job seekers utilizing the center's resource areas.
- Provides technical support and assistance to customers utilizing various computer applications and office equipment such as fax, telephones, and copy machines.
- Ensures that customers use computers and equipment for their intended purpose and redirect customers who are using computers inappropriately. Handles customer concerns and difficult customers in a tactful professional manner.
- Assesses customer's needs and refer customers to additional Arkansas Workforce Center and/or community resources as appropriate.
- Administers tests/assessments such as typing tests and computer applications tests.
- Maintains orderly, professional resource area(s). Turn on all resource computers at the start of business and shut down computers at closing. Wipe down computer keyboard and computer mouse at each resource computer station at end of each workday.
- Other Duties as Assigned: WCAPDD employees operate as a team. All team members are expected to have a basic working knowledge of the services offered to customers, and should be prepared to provide back-up coverage in these service areas during peak periods, or when staffing shortages arise due to lunch hours, vacations, or staff illness.
- Perform other related duties as assigned.

Minimum Qualifications:

A high school diploma/GED and at least 1 year experience in customer service, computer support or a related area is required; previous experience in One-Stop Career Centers or WIA/WIOA programs highly desirable;

In addition:

- A measurable level of proficiency in computer applications is required including, but not limited to, Microsoft office, email application, keyboarding/typing skills, Proficiency in internet applications; ability to navigate and comprehend a variety of employment related websites. Experience with the Arkansas Joblink website a plus.
- Teamwork; excellent organizational skills, including multi-tasking; detail-oriented and thorough; ability to work with minimal supervision;
- Interpersonal skills, energetic personality, positive attitude and a high level of commitment to helping and serving people. Ability to work in a culturally diverse environment.
- Ability to maintain confidentiality.