

SBWIB, Inc.

SOUTH BAY WORKFORCE INVESTMENT BOARD, INC.

A Private Nonprofit Corporation

An Equal Opportunity Employer

Resource Center Assistant

Full Time - TEMPORARY

Job Announcement

Summary

We are looking for a Resource Center Assistant to support the day-to-day duties of our Resource Center. Our ideal candidate has great time management and organizational skills; can juggle various tasks in a timely manner; operates in a professional and ethical manner with great customer services skills and has experience with creating resumes. Ultimately, this person should be able to contribute to the attainment of specific goals, results and the overall effectiveness of the department.

Salary & Benefits

This is a TEMPORARY full-time (40 hours per week) position with an hourly wage of \$17.76. Temporary Assistant needed to fulfill open spot for 3 to 6 month period. Temp-to-Hire may be possible depending on company structuring and agency funding at the time of the temporary position ending.

Minimum Qualifications

Graduation from an accredited college or university with an Associate's Degree in Social Sciences, Business, Public Administration, Information Technology, or a related field or a relevant field and at least one (1) year of experience in a similar position (education may be substituted for experience on a year-for-year basis); requires knowledge of Microsoft Suite, including word processing and spreadsheet applications; requires the ability to effectively communicate both orally and in writing. Must be reliable and be able to pass a background check.

Other Skills

- Must have extensive customer service skills and be able to work with others of diverse backgrounds while fostering and maintaining positive working relationships;
- Must possess personal qualities related to respect for the rights and confidentiality of others and apply discretion at all times;
- Must be attentive to detail and accuracy;
- Must be able to handle stress in a fast paced working environment;
- Solid organizational and time-management skills;
- Proficient with computer systems and programs, including Excel and Word.

Essential Duties and Responsibilities Under the supervision of the Resource Center Coordinator, the Resource Center Assistant performs a variety of responsible and complex technical and administrative duties. Such duties include, but are not limited to, the following:

- Apply a positive customer service attitude in all aspects of work as well as be able to make appropriate decisions to best serve customers/ clients' needs;

- Translate to Spanish speaking clients; assist in the front desk in all levels of customer service;
- Test administrators for our WIA Program, and Administer the typing and software certified tests;
- Assist in resume writing to incoming clients;
- Assist in the universal access with resume questions and other, email, online applications and a variety of resources;
- Provide assistance in the Resources Center to customers involved in their job search, including working on the computer, developing resume and cover letter, researching jobs and industries;
- Monitor computers and electronic equipment to ensure working order and immediately report any problem with equipment to IT or maintenance;
- Secure and post job leads daily, generate new jobs leads, and maintain contacts with job and career networks to provide timely job information for adults in all aspects of career transition;
- Maintain information on social services, rehabilitation, disability and other external resources for clients;
- Perform job development by screening leads from Internet resources, telephone, and personal contacts, and referrals;
- Participate in presentation of workshops on resume writing, computer skills, and mock interview sessions to help clients with job readiness, job search skills, job placement issues, and job retention;
- Participate in staff meetings to provide updates on activities and to report any concerns related to the Resource Center;
- Assist with other related duties as required.

Working Conditions

Performing duties for this position may require spending the majority of the day walking, standing and sitting. Applicant must also be able to work well under stress and meet deadlines.

How to Apply

Send a cover letter and résumé to apply@sbwib.org for consideration. Recruitment for this position will end upon receipt of a sufficient number of résumés. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. No phone calls please.

The SBWIB, Inc. is an equal opportunity employer. Applicants are considered for all positions without regard to race, color, sex, gender identity, national origin, age, mental or physical disability, medical condition, marital status, sexual orientation, pregnancy, ancestry, religion, military or veteran status, or any other status protected by law.

The SBWIB, Inc. provides reasonable accommodations consistent with its legal obligations. Therefore, applicants who may need reasonable accommodations or other assistance in relation to a disability or religion, at any point within the application process or thereafter if hired, should immediately inform SBWIB, Inc. by sending an email to apply@sbwib.org.