

SBWIB, Inc.

SOUTH BAY WORKFORCE INVESTMENT BOARD, INC.

A Private Nonprofit Corporation

The **SBWIB, Inc.** is an equal opportunity employer.

Resource Center Assistant

Job Announcement

Summary

The South Bay Workforce Investment Board, Inc. (SBWIB, Inc.) is looking for a Resource Center Assistant to support the day-to-day duties of our Resource Center. Our ideal candidate is a quick learner, can prioritize while juggling various tasks, has great time management and organizational skills; operates in a professional and ethical manner with excellent customer services skills, is comfortable working with diverse teams, has good reading, writing and communication skills and can work independently – with or without direction. This person should also be proficient in various computer applications and programs (e.g. Microsoft Suite, etc.) and have 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.

This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, nor by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Salary & Benefits

This is a full-time position (40 hours/week) with a starting hourly wage of \$17.11-\$18.68. Our Company has developed a comprehensive set of employee benefit programs to supplement our employees' regular wages. Our benefit package represents a hidden value of additional income to our employees, which include a 65% health cost reimbursement (for employee only), sick and vacation time, holidays and a competitive 401k plan. All full-time employees are invited to participate in the company's health benefits package after completing the 60-90-day employment introductory period.

Minimum Qualifications

Graduation from an accredited college or university with an Associate's Degree in Social Sciences, Business, Public Administration, Information Technology, or a relevant field and at least one year of experience in a similar position; or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the below duties. Education may be substituted by experience on a year-for-year basis. Must be proficient in use and knowledge of Microsoft Suite, including word processing and spreadsheet applications. Must be able to effectively communicate both orally and in writing and must be able to satisfactorily pass background and reference checks.

Highlighted Required 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

Applying for this position connotes an understanding and acceptance of duty in light of potential exposure relating to COVID-19 as you will be required to interface with multiple team members and visit numerous locations. Performing duties of this position will require wearing protective equipment (e.g. mask, gloves, etc.), and following protective measures as enforced by the Company, City, County, State and/or Federal Authorities as it relates to current states of emergencies (e.g., pandemics) or the functions of this position. Note: Measures may change based on level of safety concerns. Employee may also be required to spend the majority of the day walking, standing, sitting at a desk and traveling to other office locations, with some lifting and bending. Must have excellent time management skills, 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.