

JOB TITLE: Program Support Specialist - Intake

LOCATION: ARIZONA@WORK One Stop

RESPONSIBLE TO: SER-Jobs for Progress, Inc. and designated program manager

HOURS: 8:00 a.m. – 5:00 p.m

Essential Functions Include:

- Interviews applicants to collect personal data such as earnings, expenses, family size, employment and education.
- Determines applicant eligibility for training, educational assistance, and/or placement based upon appropriate Federal, State or County assistance program guidelines.
- Attend required SER and ARIZONA@WORK One Stop meetings and training sessions.
- Conduct intakes at the ARIZONA@WORK One Stop and other sites.
- Determine eligibility per funding source guidelines and collect sufficient documentation for audit purposes.
- Forward copies of intakes per routing instructions of ARIZONA@WORK One Stop and enter into the Arizona Job Connection or other database.
- Place copies of intake information in working file and forward to Workforce Development Specialists.
- Conducts basic assessment and testing of ARIZONA@WORK One Stop participants.
- Enters client data in data management system.
- Relay and route written and verbal messages.
- Transmit information or documents for customers and staff, using computer or facsimile machine.
- Maintain and update filing system.
- Enter customer data into computer programs.
- Schedule appointments and maintain and update appointment calendars.
- Provide information about establishment, such as location of departments or offices, employees within the organization or services provided.
- Receive and distribute correspondence.
- Perform other tasks as assigned.

Knowledge of:

- Eligibility criteria for funding sources.
- Knowledge of the Workforce Innovation and Opportunity Act (WIOA) eligibility requirements.
- Administrative/clerical/office procedures and systems, such as word processing and the managing of files and records.
- Principles and processes for providing customer services.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.

Minimum Qualifications:

- Two years of College/University and/or equivalent combination of experience/training.
- Ability to communicate and work well with adults/youth and the general public
- Bilingual in English and Spanish.
- Skills in effectively interviewing, assessing, and working with participants from diverse social, economic, cultural and learning style needs.
- Ability to enter data entry, word process, maintain databases, and general clerical skills.

- Good oral and written communication skills.
- Two years of general work experience involving public contact, the application of regulations and record keeping.
- Skill in establishing and maintaining effective working relationships with others.
- Ability to make determinations by comparing information to pre-established criteria.

Prior to hiring, applicant will be subject to a background check which includes criminal history and fingerprint verification.

How to apply: email a cover letter and a resume no later than **5:00 p.m. October 23, 2020.**

Please indicate what position you are applying for on the email subject line.

To: Erik Dorame – serjobs85713@yahoo.com