

RESOURCE CENTER TECHNICIAN

Job Summary:

Under general supervision, provides access to resources to assist job seekers in conducting a self directed job search under WIA Core services. Provides technical and administrative support to management, supervisory, and/or professional staff.

Essential Duties and Responsibilities

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Performs a variety of employment services duties to assist job seekers in conducting a self directed job search under WIA Core services.
2. Oversees Resource Center facilities to ensure equal accessibility and proper use of computers, phones, faxes, and other resources; provides hands-on assistance to participants as needed.
3. Ensures that all equipment, software, and resources are properly maintained and in working order; troubleshoots minor problems as appropriate and/or schedules technical assistance.
4. Monitors grant contracts and expenditures to ensure WIA compliance.
5. Provides participants with employment information and tools including, but not limited to, sample resumes, labor market information, job opportunities, and program services.
6. Schedules and provides instruction to participants including, but not limited to, workshops for resume preparation, job search techniques, and interviewing skills.
7. Assists participants in completing common registration forms, surveys, and other materials; works with staff to refer participants to various program services as appropriate.
8. Maintains and provides access to information on educational, vocational, and other training providers; schedules and maintains a calendar of workshops and Resource Center services and programs.
9. Conducts a variety of assessments to determine participant basic skill levels, career interest and aptitude, non-traditional careers, and training needs.
10. Collects data and compiles reports related to Resource Center usage and referrals; monitors Summer Youth Employment hours.
11. Assists staff with logistics including, but not limited to, preparing flyers, booking rooms, and ordering supplies for job fairs, effective recruitments, and other special activities.
12. Maintains and updates information on a job board and/or job book of available training opportunities and related employment information.
13. Independently prepares and processes a variety of correspondence, memoranda, reports and other materials.
14. Maintains records and operates filing systems.
15. Researches and compiles confidential and other data for staff, officials and the public.
16. Maintains inventory levels and requisitions supplies and equipment.
17. Performs related duties as required.

Qualification Guidelines

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and/or Experience:

Associate's degree in a related field and two (2) years of full-time, paid experience providing technical and administrative support in a governmental agency's personnel office or employment services department. Experience and/or education in a related field may be substituted on a year for year basis.

Knowledge of:

- City and career center policies, operations, procedures, and objectives.
- Modern office practices, procedures, and equipment including personal computer and related software.
- Interpersonal skills using tact, patience, and courtesy.
- Basic report writing.
- Basic purchasing practices.
- Basic budgeting techniques.
- General record-keeping and filing techniques.
- Correct English and math usage.

Skill and/or Ability to:

- Understand, apply, and explain City policies and procedures pertaining to employment services.
- Operate standard office machines including, but not limited to, computer and related software, typewriters, fax machines, and copiers.
- Establish and maintain effective working relationship with others.
- Effectively communicate orally and in writing.
- Collect and compile data.
- Maintain records and prepare reports.
- Maintain confidentiality.

License and Certificates:

Possession of a valid California Class C driver's license is required. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record.

Physical Requirements and Working Conditions:

Employee accommodations for physical and mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform lifting, pushing, and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- Perform work which is primarily sedentary.
- Are subject to inside environmental conditions.
- May be required to work evenings and/or weekends.
- May be required to use city/and or personal vehicle in the course of employment.