



Position Announcement

Today's Date: 04/28/2016

Posting #: 8445

Job title: **INTAKE SPECIALIST / OFFICE ASSISTANT I (OA I)**

FLSA/ Code/ Status: **Nonexempt / 1221 /CUB unrepresented**

Location: **Employment Connection Center**

1410 Bush Street, Suite 122 Baltimore, MD 21230

Salary: **Annual rate starting \$23,900**

Status: **Fulltime- Regular**

Overview of Position Duties

Under the direction of the MOED supervisor, the Intake Specialist OA I will perform general office duties, provide intake and orientation functions to assist residents with connecting to the services at the employment center. .

Position duties include:

Register customers into the Maryland Workforce Exchange (MWE) database, compass career assessment and other web-based job readiness tools; Facilitate daily orientation sessions; Assist with job readiness workshops; Maintain customer attendance logs in center activities/ workshops; Update customer records in MWE and perform other data entry duties for MOED monthly reports; Generate and prepare data for monthly report (s); Refer job seekers to the One-Stop Career Center for skills training: ITA, customized training, OJT, and other employment opportunities based on interests, aptitudes and skill levels; refer appropriate job seekers for the "Ready to Work" strategy; Coordinate and represent agency at outreach activities to recruit and schedule participants for the program and conduct customer follow up activities via phone and electronic communications

Essential duties and responsibilities:

- Provides clerical support to department / agency as assigned
- Receives and screens incoming calls directs them to appropriate department.
- Greet agency visitors / customers in professional – business-like manner; exhibit business like office behaviors
- Gives routine information to public or refers them to proper sources of information.
- Types letters, memoranda, reports, documents, and other materials; assists in maintaining databases.
- Operates various office equipment, i.e. fax machine, copiers, scanner, computer etc.
- Maintains and organizes hard copy files and e files.
- Schedules appointments, assists in special events, and assists in meeting services (room set-up, food organization, etc.), may open / deliver simple customer orientations or workshops
- Opens sorts and distributes incoming mail; prepares outgoing mail.
- May orders and maintain office supplies and materials for assigned department.
- May maintain attendance and payroll records and files, and prepares basic reports of operations.
- Performs other duties as required.

Knowledge, Skills and Abilities required

- Knowledge and skilled in basic office practices/ procedures and behavior; use of standard office equipment, such as copiers, fax machines, scanners; basic skills in MS Office products (Word, Excell, Outlook and data entry in database applications
- Capable of learning and using designated Agency and/or City/State software programs as needed, (ie. MWR, Fundware, etc.)
- Able to perform moderately complex math computations; (i.e, sum, subtraction, multiplication, division,

percentages, averages)

- Verbal and written communication skills; basic command of business English to include punctuation and grammar
- Establish and maintain effective working relationships with associates and the public.
- Solid office organizational skills; execute work assignments on time in format required
- Able to work independently and as a team member toward common goal and project completion
- Ability to keep information in confidence

Education & Experience:

- High School Diploma or GED (preferred)
- One to two years of office/clerical experience to include use of MS Office products

Special Requirements:

- Maryland driver's license and daily access to an automobile
- Criminal Background Investigation

MOED Employees receive priority consideration for open positions and must apply within 5 days of posting.

All other qualified applicants should submit a resume to the MOED Human Resources Department at 417 E. Fayette Street, Suite 466, Baltimore, MD, 21202; via fax: (410) 396-8132 or via email: resumes@oedworks.com. Please place job title and posting number in the subject line.