



### Position Announcement

Job title: **INTAKE SPECIALIST** Post # **8514**  
FLSA/ Code/ Status: **Nonexempt / 1221 /CUB unrepresented**  
Location: **Community Job Hubs (CJH) & Violence Reduction Initiative – Various throughout Baltimore City**  
Salary: **\$14.00 / per hour**  
Status: **Temporary without benefits / Part Time**

#### **Overview of Position Duties for Community Job Hubs(CJH):**

Under the direction of the CJH Coordinator and MOED supervisor, the Intake Specialist OA I will perform as an **Intake Specialist** for the CJH centers and conduct outreach with the **Violence Reduction initiative (VRI)** within Baltimore city for MOED. Main duties will consist of conducting outreach with the VRI team and will also include assisting the CJH coordinator in general office duties, and will fill in for CJH Intake Specialist at various locations to provide intake and orientation functions to assist residents with connecting to the services at the CJH location and One-Stop Career Center. **Positional duties include:** Conduct outreach to various communities in Baltimore City. Distribute outreach materials and obtain contact information for residents in need of employment and or training. Track/report outreach and contact information distribution outcomes and conduct follow-up calls with the community residents that were engaged.

When filling in for CJH Staff: Register customers into the Maryland Workforce Exchange (MWE) database, compass career assessment and other web-based job readiness tools; Facilitate weekly orientation sessions on CJH services; Assist with job readiness workshops; Maintain customer attendance logs in CJH activities/ workshops; Update customer records in MWE and perform other data entry duties for CJH and 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 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:**

- Conducts outreach with the Violence Reduction Initiative (VRI) team
- 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, Excel, Outlook and data entry in database applications)
- Capable of learning and using designated Agency and/or City/State software programs as needed,
- 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
- Must have drivers/license and or vehicle to get to VRI outreach locations.

**Education & Experience:**

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

**Interested candidates may apply by completing a MOED application and submitting it to the Community Job Hubs coordinator on site. Applications accepted through January 11, 2019.**

via email: [resumes@oedworks.com](mailto:resumes@oedworks.com) please place job title and posting number in the subject line

via fax: to 410-396-8132; please place job title and posting number on fax cover

via mail: 417 E. Fayette Street, Suite 468, Baltimore, MD, 21202- Attn HR;

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