



### **Position Vacancy Announcement**

**Today's Date:** 7/25/2019 **Posting #:**8531  
**Job Title:** Senior Clerk/Follow-Up Specialist  
**FLSA/Code/Status:** Nonexempt/1221/CUB unrepresented  
**Location:** 3001 E. Madison Street  
**Starting Salary:** \$25,363  
**Status:** Full-time, Regular

#### **Position Overview:**

This position performs employment service work at the full performance level. Work involves extensive contact with the public. Position is responsible for targeting employment and training services to Career Center customers based upon career goals and objectives as outlined in an individualized plan. Work is performed under the direction of a supervisor. Assignments are carried out in accordance with established policies and procedures.

#### **About the Mayor's Office of Employment Development (MOED)**

The mission of the Mayor's Office of Employment Development coordinates and directs workforce development initiatives responsive to the needs of Baltimore City employees and job seekers in order to enhance and promote the local economy. Our vision is for every City resident to maximize his/her career potential and all employers have the human resources to grow and prosper.

#### **Essential Duties and Responsibilities:**

- Establishes follow-up contact with customers by both telephone and e-mail in an effort to determine status of their individual employment and training plan. Documents and updates follow-up records accordingly;
- Performs routine data entry. Responsible for ensuring affected database(s) are kept current;
- Markets services and programs available through One Stop Career Centers in order to reconnect unemployed customers to appropriate services;
- Compiles data from completed customer satisfaction surveys in an effort to provide substantiating documentation regarding the delivery of quality service and achievement of performance levels;
- Prepares daily follow-up reports that display the outcome of follow-up contacts with customers/employers;
- Assists customers by identifying support services that will aid in removing barriers to employment and training. Makes referrals as appropriate;
- Performs other duties as assigned

#### **Knowledge, Skills and Abilities:**

- Ability to effectively interact and engage with the public in a professional and courteous manner through verbal and written communication;
- Ability to maintain a professional attitude

- Ability to concisely market a variety of services to customers; Assessing barriers to navigate services to provide;
- Computer literate and familiarity with word processing, spreadsheet and database applications (i.e. Microsoft Word, Excel, Internet proficiency,);
- Ability to work as a member of a team to ensure project completion;
- Knowledge of employment and training services;
- Ability to use assessment tools to assist customers with their employment and training needs;
- Ability to maintain effective working relationships with customers, co-workers, and other partner agencies

**Required Education & Experience:**

- Possession of a High School Diploma or equivalent;
- Four (4) years of progressively responsible experience in clerical work. College coursework, with specialization in business courses can substitute on a year for year basis for up to three years of required experience;
- Or, any equivalent combination of acceptable education and experience.

**Special Requirements:**

- Must complete pre-employment requirements which includes a criminal background investigation

**Interested applicants may submit their resume**

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;.

MOED is an Equal Opportunity Employer.

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