



### Position Vacancy Announcement

**Today's Date:** 8/6/2019

**Posting #:** 8535

**Job title:** Intake Specialist/ Office Assistant I (OASI)

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

**Location:** Employment Connection Center  
1410 Bush Street, Suite 122 Baltimore, MD 21230

**Salary:** Annual rate starting \$25,363.

**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.

#### 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.

#### 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 skills training: ITA, customized training, OJT, and other employment opportunities based on interests, aptitudes and skill levels; 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.
- Assists customers in basic job search functions such as resume formats, job applications, and assistance with email.
- Represents agency at outreach activities to recruit participants to the program.
- 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, (ie. MWE, 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
- 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 highly preferred
- 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.

**MOED is an Equal Opportunity Employer  
EOE/M/F/D/V**