



Intake Specialist, Employment Connection Center **Job Posting Announcement**

Posting Date: 10/15/2021

Posting Number: 1452480

Classification: Facilities/Office Services I

Functional Job Title: Intake Specialist

Status & FLSA: Full-Time /Non-Exempt

Bargaining Unit: CUB

Grade: 911

Location: 1410 Bush Street, Baltimore, MD 2123

About City of Baltimore, Mayor's Office of Employment Development:

The Mayor's Office of Employment Development (MOED) 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. At MOED, we view our mission broadly to deliver *economic justice to our city!* To us, economic justice means creating an equitable workforce system for all residents – especially those who have been generationally and systemically disadvantaged – one that is responsive to their needs and ensures viable economic opportunities. Our vision is for every City resident to maximize his/her career potential and all employers have the human resources to grow and prosper – *a workforce system that works.*

Position Overview:

- Work involves performing intake and orientation functions to customers, and general office clerical skills

Essential Duties and Responsibilities:

- Provides assistance to site Coordinator in the delivery of services
- Facilitates orientation sessions and provides an overview on services
- Maintain customer attendance logs for various activities, such as, orientation, workshops, recruitments, etc.
- Register customers in Maryland Workforce Exchange (MWE) system, KP Tool, or other systems as assigned.
- Assists in updating and documenting customer's progress in MWE
- Ensure customers complete initial assessments.
- Assist with enrollment, monitoring, tracking and data entry for monthly reporting.
- Refer job seekers to other staff members for skills training or employment referrals based on interests, aptitudes and skill levels.
- Participates in outreach activities to recruit and schedule participants for the program.
- Prepares monthly reports and submits to the Program Manager.
- Conduct follow-up contacts (via e-mail, phone tree, phone calls, etc.) to participants and identify status; send a reminder to ensure their availability for start of a scheduled activity
- Creates and maintains customer files.

Knowledge, Skills and Abilities:

- Ability to maintain effective working relationships with internal staff, representatives of other organizations, and the general public
- Ability to work independently to accomplish objectives and perform as a team member towards project completion
- Effective verbal and written communication skills
- Ability to organize work in order to meet established deadlines
- Excellent customer service skills
- Adhere to establish rules and regulations

Minimum Required Education and Experience:

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

Interested applicants may apply via this [link](#).

City of Baltimore, Mayor's Office of Employment Development is an Equal Opportunity Employer and Service Provider