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**PRE-SUMMER:**

Summer Youth Works Temporary Position: **(2) Lead Assessment Staff**

**Dates: January 11 – June 25, 2021**

Temporary without Benefits: 5 days a week/ 7 hours per day

Salary: **\$16 per hour**

**Overview and Essential Duties:**

This is a service delivery position where work duties involve direct management of a youth work unit. Assignments are carried out in accordance with Baltimore City (COB) and the Mayor's Office of Employment Development (MOED) - Youth Services Division procedures and policies. Work is performed under close supervision of a MOED administrative superior. Position duties include, but not limited to the following:

- Support in the coordination and management of the registration process, operations, department flow and YouthWorks Online System
- Support Unit Supervisor in providing instructions to staff and relay policies and procedures
- Generate correspondence, routine internal reports, progress reports regarding continuity of operation processes staff work assignments and mentor/coach staff
- Perform a pre-quality review of youth verification folders
- Represent the Agency and customer service philosophy, policy and procedures with the utmost integrity
- Conduct virtual youth Interviews and complete registration process using standard format provided. Verify required personal and educational data of registered youth application, support youth in completion of required uploaded documents. Complete the data entry process into YW system.
- Control inventory of program supplies, operation materials and tracking system of laptops
- Assist with coordination of YW Events
- Assist with the identification of quality worksites and conduct worksite tours as necessary
- Demonstrate analytical skills, adapting readily to changing priorities, must be able to multi task.
- Represent the Agency and customer service philosophy, policy and procedures with the utmost integrity
- Perform other related work assignments as directed

**Qualifications:**

- Bachelors in Human Services and 3 years of experience working in human services field and / or equivalent education and experience
- Solid knowledge of completing data entry and search functions in using agency, city and state software programs including all operating YW procedures
- Skilled in the use of software application programs to include: MS Word, MS Excel and Internet search capabilities
- Proficiency in various virtual communications platforms such as Webex, Zoom, Google Meets and Microsoft teams
- Ability to speak and converse with multiple sized audiences either in-person or virtually as applicable

- Solid time management and customer service skills to effectively manage multiple priorities
- Solid interpersonal communication skills to include verbal and written, active listening, critical thinking and counseling skills
- Solid skills to quickly evaluate service delivery issues and identify resolution
- Must have a valid, unexpired *Maryland* driver's license
- Must be willing to use your personal computer equipment and personal phone equipment as applicable and when required
- Must be willing to use personal vehicle during summer youth temporary assignment for the completion of assigned duties on a daily basis as needed

**Special Notes:**

- Criminal Background Investigation
- Must be flexible to work mornings and Saturdays when directed
- Mandatory one week training (1/13 – 1/15) 8:30am to 4:30pm
- Standard work schedule for this position is 12:00pm to 8:00pm: January through March
- As directed by Program Manager and Program Coordinator, staff hours may occasionally be shifted to 8:30AM to 4:30PM