

Florida Job Order Bulletin Board Print Document

Job Order: 12542336

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Job Title: 877946 - OPS CUSTOMER SERVICE SPECIALIST - 40099385:BDM:56:T2

Type of Job: Regular

Job Time Type: Part Time (Less than 30 Hours)

Job Description:

Veterans Preference

Requisition No: 879468

Agency: Commerce

Working Title: OPS CUSTOMER SERVICE SPECIALIST - 40099385

Pay Plan: Temp

Position Number: 40099385

POSITION LOCATION: Lecanto, FL

Your Specific Responsibilities:

- Monitors and coordinates the delivery of customer service.
- Informs candidates of available services in the office.
- Assists candidates to complete required Career Success activities.
- Engages in information exchange ensuring that job candidates are aware of and know how to access the full menu of CareerSource Citrus Levy Marion reemployment services.
- Critiques and reviews job candidate's resumes as necessary.
- Utilizes knowledge of phone, email, and business etiquette to professionally handle all job candidate and business customer service related issues and interactions.
- May schedule candidates for their 1st appointment with the Career Development Coach and/or screen for SBEs and schedule 1st DVOP appointments as applicable.
- Assists candidates in accessing and using LMI, copiers, fax machines, telephones, internet, job search resources, and other tools.
- Informs and refers candidates to appropriate resources including: Workshops, Computer Lab services, Workforce Skills for the 21st Century, Online-Learning in EFM, Veteran Service, etc.
- Provides and documents a myriad of other Wagner Peyser candidate services in EF.
- Supports other online partner agencies online web application for DCF, UC, and other duties as assigned.
- Supports the Business Services Team as requested. Attends team meetings and coordinates activities with other staff.
- Provides administrative support including routine administrative duties, special projects, and data analysis projects.
- Participates in special events such as job fairs, onsite recruitment, business events as needed on and offsite.
- Maintains compliance with all personnel procedures.
- Performs other job functions as required
- These essential functions are not a complete statement of all duties required. Some marginal functions of the position that are not incidental to the performance of fundamental job duties may be excluded. All duties, responsibilities, and requirements are essential to the job.

Required Knowledge, Skills, and Abilities:

- Knowledge of Business Community is essential
- Interpersonal, public relations, computer data entry, communication both oral and written, telephone and customer service skills.
- Demonstrated ability to correctly interpret and implement all applicable CareerSource Citrus Levy Marion policies and procedures.
- Demonstrated ability to meet or exceed established performance goals and monitoring standards.
- Ability to define problems collect data, establish facts, and draw valid conclusions.
- Ability to perform multiple tasks and prioritize workload.
- Time management, oral and written communication and work organization skills.
- Proficiency in computer programs such as Employ Florida Marketplace, MS Word, Excel, Outlook, and other software programs.
- Skill in basic sales techniques.
- Familiarity with all business services

Qualifications:

As a condition of pre-employment eligibility, a Level 2 security background screening is required, which consists of fingerprinting and a check of local, state, and national law enforcement records.

Must complete Tier One Training and pass the Tier One Certificate Exam within six (6) months of being hired. Access to Tier One training modules will be provided upon start date.

Minimum:

- Employer conducts drug screen, background and reference check.
- Duties and responsibilities of this position must be performed at the official work site of the Department. (CareerSource Citrus Levy Marion- Lecanto Office)
- Travel may be required.

Preferred:

- Familiar with community agencies that provide services.
- Bilingual preferred but not required.
- Associate's degree.
- Two (2) years' experience in customer service, or an equivalent combination of education and work experience.

Work Schedule: Part time/ 25 hours a week

Salary: Pay is \$15.00 per hour

For instructions on how to apply, please click on the green Apply button.

Minimum Age: **NA**

Hiring Requirements: **Drug Testing/Screening, Background Checks, Reference Checks**

Education Level: **No Minimum Education Requirement**

Requires a Drivers License: **No**

Minimum Salary: **15.00 Hour**

Maximum Salary: **15.00 Hour**

Pay Comments: **Not Applicable**

Benefits:

Job Application Methods Accepted: **Via Company Website (Address provided below)**

Employer requests only Veterans apply: **None Selected**

Company Website: **<https://jobs.myflorida.com/>**

Application Comments:

To be considered for this position, please apply at the company's website <https://jobs.myflorida.com/job/LECANTO-879468-OPS-CUSTOMER-SERVICE-SPECIALIST-40099385-1-1-1-FL-34461/1408577300/>

Employer Information:

CareerSource Citrus Levy Marion

683 South Adolph Point

Lecanto, FL 34461

Contact: **Cira Schnettler**

Phone: **(352) 873-7939 ext 1416**