



**AMERICORPS CENTER GREETER
SKILLSOURCE ONE STOP WORKFORCE CENTERS
IN FAIRFAX AND WOODBRIDGE**

About the Centers

The purpose of the Workforce Centers is to provide workforce development services to unemployed and underemployed individuals and to businesses in a one stop environment. The one stop environment is intended to provide quality customer service in an efficient and effective manner through partnerships with multiple agencies.

The Centers seeking an AMERICORPS Greeter are:

- South County SkillSource Center
8850 Richmond Highway
Fairfax, Virginia 22309
- Prince William Workforce Center
13370 Minnieville Road
Woodbridge, Virginia 22192

The Centers are part of the workforce development system of Northern Virginia and as such adheres to the systems, policies and procedures established by the Northern Virginia Workforce Investment Board for program operations and for quality service delivery.

Description in Brief

The Center Greeter functions as the first point of customer service for the Center. In this initial customer interaction, the greeter has responsibility for welcoming new and returning customers and interacting with them to increase their use of products and services appropriate to meet their needs. The Greeter will help customers sign-in, provide assistance in the resource area, and assist with the preparation of various reports. The Greeter must consistently provide excellent customer service by maintaining the highest degree of courtesy, confidentiality and professionalism. Requirements: Registration as an AMERICORPS Volunteer, willingness to work 17-20 hours per week and an ability to stand on feet all day. Requires strong computer and internet research skills, flexibility, and excellent interpersonal skills.

Qualities of the Center Greeter

The ideal candidate for Center Greeter possesses:

- High degree of self-direction to assist customers to get what they need.
- Talent for speaking to diverse audiences in a friendly and engaging manner.
- Interest in helping people maximize their potential toward employment.
- Strong written and oral communication skills, in English and Spanish.
- Ability to work as part of a team.

Individuals meeting the following characteristics are encouraged to apply:

- An adult with a documented disability.
- A community college student in the Commonwealth of Virginia.
- A young adult in foster care in the Commonwealth of Virginia.

Knowledge/Skills/Expertise

Successful candidates possess the following knowledge, skills, attitudes, and attributes:

- Good interpersonal and communication skills as required when interacting with customers.
- Ability to pay close attention to detail.
- Ability to write clearly and concisely.
- Ability to understand and follow oral and written directions.
- Ability to understand and use automated sign-in devices.
- Ability to present a professional, enthusiastic attitude through effective communication skills to promote a positive impression of the Center to customers.
- Team skills
- Confident with computers
- Some knowledge of effective job search techniques.

Responsibilities and Essential Functions

Responsibilities and Functions include, but are not limited to, the following:

- Greet customers as they enter the center, assist with sign-in process, conduct 'triage' and get customers to the right resources.
- Provide individual orientations about the Center's services.
- Assist customers in the career resource room, including use of the computer for job search activities.
- Assist with the preparation of various usage reports.
- Receive and respond to customer complaints in a manner to ensure optimal customer satisfaction; direct complaints to Center Director as necessary.
- Identify customers who might benefit from various workshops and/or classes and other services and make recommendations.
- Monitor the career resource area.
- Assure discreet handling of all customer business.

This position is an employee of The *SkillSource* Group Inc. and reports directly to the *SkillSource* Center Manager. Information on the *SkillSource* Group, Inc. can be found at www.myskillsource.org.

Required Qualifications

(1) Registration as an AMERICORPS Volunteer and available to work 17-20 hours per week, but no more than 900 hours per year. (2) Ability to listen and communicate effectively. (3) Demonstrated ability to multi-task. (4) Skilled in using computers.

The selected candidates will be subject to a mandatory criminal background check, as required by the AMERICORPS Program.

Compensation

Compensation will be \$9.00 per hour, for up to 900 hours per year. AMERICORPS participants completing the full year AMERICORPS commitment are eligible for a \$2,675 stipend payment.

This position will be available from October 2010-September 2011.

To Apply

Please send cover letter and resume to The *SkillSource* Group, Inc., 8300 Boone Blvd., Suite 450, Vienna, VA 22182, ATTN: David Hunn. Email at info@myskillsource.org

THIS POSITION VACANCY CLOSES FRIDAY OCTOBER 8, 2010 AT 5 P.M.