



Now Hiring: Job Service Specialist III and Receptionist

These are direct hire positions in Howard County; interested applicants should send their resume to donna.brown2@maryland.gov

Reemployment Workshop Facilitators (Job Service Specialist III) will be responsible for workshops for profiled claimants and other qualified job seekers to enhance job seeking skills and to lessen the duration of unemployment. The Workshop Facilitator will also work at the advanced level of working with employment and training services, job seekers and workforce development partners to provide the highest level of services that will support the economic stability of the labor force, business and the community.

RESEA Workshop Responsibilities:

- Facilitates RESEA workshops in person or remote as required by management by:
- Planning job search workshops of varying durations meeting the current guidance and preparing and organizing materials that will be presented on a regular basis to profiled Unemployment Insurance claimants and other qualified job seekers
- Conducting job search workshops to improve attendees' job search techniques and enhance their employability; Cross training to deliver the Reemployment Opportunities Workshop (as a backup); Completes administrative duties related to workshops and participants by:
 - Developing the attendance roster and/or rescheduling customers for future classes based on responses from workshop attendance correspondence; Documenting results of workshops using MWE; Notifying Unemployment Insurance supervisor or designee of claimants' failure to report to the workshop or non-completion; Notifying Unemployment Insurance designee of claimants who have not met their 45 day obligations post RESEA workshop.

Labor Exchange and Customer Service Activities:

Provides individualized customer service and labor exchange assistance by:

- Coaching and guiding individual customers in reemployment activities; Referring workshop completers to available and appropriate jobs for which they are qualified

Office Services Clerk – Receptionist

The primary responsibilities include greeting and directing customers to appropriate service areas, requiring the use of the Maryland Workforce Exchange Data Management System to verify complete/accurate customer enrollment. Monitor and maintain customer-waiting areas. Performs quick assessment on new or returning customers to determine preliminary needs for service. Directs customers to appropriate staff or resources. Answer routine telephone inquiries from the public or other agencies. Provide information regarding agency services to callers. Maintains customer tracking log (determines which services are used by each customer per day). Generates report from log to determine monthly traffic flow. Provide administrative support to center staff as needed (light typing, copying, faxing, filing, creating customer information packages, etc.). Maintain inventory for customer service materials and center office supplies. Coordinate with Center Manager to replenish supplies in a timely manner. Assist Job Service Specialists with review & collection of customer information. Use the Maryland Workforce Exchange to perform data entry as well as case record updating and management. Operate routine office machinery.