



Building better lives. One job at a time.

Career Planning Center

A Division of JVS

### **JOIN US TO HELP OUR COMMUNITY!**

Career Planning Center Inc. is a division of JVS, a non-profit, non-sectarian social service agency, which for over 80 years has provided employment and career development services to a diverse client population of over 30,000 annually. CPC assists dislocated workers, from executives to manufacturing line staff, individuals on public assistance, mature workers, high risk populations and youth in defining and achieving employment goals through career and employment counseling, job search skills instruction, job development, and training. CPC assists families in reaching self-sufficiency through its diverse programs and network of supportive and social services. CPC offices are located in the greater LA area and Antelope Valley.

### **Information and Referral Specialist Marina del Rey WorkSource Center**

#### **Job Description and Duties:**

Manages all walk in client information including greeting, collection of sign in sheets, data entry and membership card distribution. Enters self assessment forms into the Center database. Provides JVS agency and Center information regarding all services including accessibility, referrals, flow process and contacts. Answers telephone, takes messages, distributes messages and transfers calls to appropriate staff; will provide driving and bus directions, agency calendar and specific program information. Assist clients with the accurately completing forms including the self assessment forms, signing them onto a computer and demonstrating basic computer literacy including registration into CalJobs and other pertinent websites. Composes and writes correspondence; letters, memos and Center notices. Develops program fliers and marketing materials as needed. Develops tracking mechanism using Excel to monitor expenditures and client information. Gathers customer satisfaction documentation and enters into appropriate databases. Manages the upkeep of the Resource Center including the posting of job orders, community resources, books and materials. Manages the software and provides elementary instruction on software access. Other support duties as assigned in that there will be significant cross training for other tasks.

#### **Qualifications and Position Requirements:**

Must be able to write clear and concise correspondence without spelling errors or typing errors; 55 wpm typing speed with a high level of accuracy. Develop Excel formulas and know how to manage spreadsheets for calculation of attendance in workshops and other Center events. Demonstrate strong mathematical skills at the post high school level for tracking purposes. Demonstrate excellent customer service with the ability to manage a diverse client population with varied barriers toward employment. Work as part of a team and make independent decision regarding client needs. Must know how to take initiative to research information for staff and for job seeker clients. Have strong interviewing skills to make initial client need assessments for appropriate referrals. All Center staff must complete City sponsored Legacy training. Bilingual in Spanish or other community based language.

#### **Physical Requirements**

Office or classroom environment in business/library fast paced setting. Must be able to lift 30 lbs with a fair amount of sitting, answering telephones, and movement within the resource library.

#### **Education/Certification/Licensure**

High School diploma and able to pass Microsoft Office ProvelT at a high competency level.

#### **Preferred**

AA in Business or experience in a WorkSource Center.

EOE, good benefits

Please send your resume to [HR@jvsla.org](mailto:HR@jvsla.org) Put on subject line: Info Ref Spec