

# SBWIB, Inc.

## SOUTH BAY WORKFORCE INVESTMENT BOARD, INC.

A Private Nonprofit Corporation & Equal Opportunity Employer

### Resource Center Assistant

#### Job Announcement

#### Summary

We are looking for a reliable Resource Center Assistant to support the day-to-day activities of our Resource Center. Our ideal candidate has effective communication skills both verbally and in writing; experience with creating resumes; great time management and organizational skills; can juggle various tasks in a timely manner; operates in a professional and ethical manner with great customer services skills. Ultimately, this person should be able to contribute to the attainment of specific goals, results and the overall effectiveness of the center.

#### Salary & Benefits

This is a full-time position (35-40 hours/week) with a starting hourly wage of \$17.19. Our Company has developed a comprehensive set of employee benefit programs to supplement our employees' regular wages. Our benefit package represents a hidden value of additional income to our employees, which includes 75% employer covered medical cost, sick and vacation time, holidays and a **competitive 401k plan**. All full-time employees are invited to participate in the company's health benefits package after completing 60 days of employment. The employment probationary period is 6 months. Some of the beneficial perks offered at SBWIB Inc. are '**student loan forgiveness**' (**PSLF**) as we are a participating 501(C)(3) non-profit. Our organization also pays up front for travel and hotel expense to any workshops, events, seminars, or meetings that are a distance outside of the norm to travel to.

#### Minimum Qualifications

Graduation from an accredited college or university with an associate degree in Social Sciences, Business, Public Administration, Information Technology, or a related field or a relevant field and at least one (1) year of experience in a similar position; requires knowledge of Microsoft Suite, including word processing and spreadsheet applications; requires the ability to effectively communicate both orally and in writing. Experience may substitute education on a year-for-year basis. Must be able to pass a background check.

#### Other Skills

- Must be able to work with others of diverse backgrounds while fostering and maintaining positive working relationships;
- Must possess personal qualities related to respect for the rights and confidentiality of others and apply discretion at all times;
- Must be attentive to detail and accuracy;
- Must be able to handle stress in a fast paced working environment;
- Solid organizational and time-management skills;
- Proficient with computer systems and programs, including Excel and Word.

**Essential Duties and Responsibilities** Under the supervision of the Resource Center Coordinator, the Resource Center Assistant performs a variety of responsible and complex technical and administrative duties. Such duties include, but are not limited to, the following:

- Apply a positive customer service attitude in all aspects of work as well as be able to make appropriate decisions to best serve customers/ clients' needs;

- Translate to Spanish speaking clients; assist in the front desk in all levels of customer service;
- Test administrators for our WIA Program, and Administer the typing and software certified tests;
- Assist in resume writing to incoming clients;
- Assist in the universal access with resume questions and other, email, online applications and a variety of resources;
- Provide assistance in the Resources Center to customers involved in their job search, including working on the computer, developing resume and cover letter, researching jobs and industries;
- Monitor computers and electronic equipment to ensure working order and immediately report any problem with equipment to IT or maintenance;
- Secure and post job leads daily, generate new jobs leads, and maintain contacts with job and career networks to provide timely job information for adults in all aspects of career transition;
- Maintain information on social services, rehabilitation, disability and other external resources for clients;
- Perform job development by screening leads from Internet resources, telephone, and personal contacts, and referrals;
- Participate in presentation of workshops on resume writing, computer skills, and mock interview sessions to help clients with job readiness, job search skills, job placement issues, and job retention;
- Participate in staff meetings to provide updates on activities and to report any concerns related to the Resource Center;
- Assist with other related duties as required.

### **Working Conditions**

*Applying for this position connotes an understanding and acceptance of duty in light of potential exposure relating to COVID-19 as you will be required to interface with multiple team members and/or visit numerous locations. Performing duties of this position will require wearing protective equipment (e.g. mask, gloves, etc.), and following protective measures as enforced by the Company or by City, County, State and Federal Authorities as it relates to current states of emergencies (e.g., pandemics) or the functions of this position. Note: Measures may change based on the level of safety concerns or the functions of duty. Employee may spend the majority of the day walking, standing, sitting at a desk, with frequent needs to reach, bend and use hands and arms to occasionally lift and/or move up to 40 pounds. Must have good time management skills, be able to work well under stress and meet deadlines. Must also be able to travel to other office locations as needed or for trainings, conferences and/or meetings within or outside local areas and, occasionally, statewide, in which such travel may last one or more days. Reliable transportation, a valid driver's license and proof of insurance is required when driving. **Must be able to provide official proof of vaccination or religious/exemption status from a verifiable clergy or doctor with contact information and signature included. Employees with approved exemptions will be required to provide COVID testing once a week or more, as necessary, and as enforced by the Company and its Contractors, the County and other applicable laws, regulations or orders.***

### **How to Apply**

Send a cover letter and résumé to [apply@sbwib.org](mailto:apply@sbwib.org) for consideration. Recruitment for this position will end upon receipt of a sufficient number of résumés. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. No phone calls please.

*The SBWIB, Inc. is an equal opportunity employer. Applicants are considered for all positions without regard to race, color, sex, gender identity, national origin, age, mental or physical disability, medical condition, marital status, sexual orientation, pregnancy, ancestry, religion, military or veteran status, or any other status protected by law.*

*The SBWIB, Inc. provides reasonable accommodations consistent with its legal obligations. Therefore, applicants who may need reasonable accommodations or other assistance in relation to a disability or religion, at any point within the application process or thereafter if hired, should immediately inform SBWIB, Inc. by sending an email to [apply@sbwib.org](mailto:apply@sbwib.org).*