



Tri-County Council for Southern Maryland Position Description

Job Title: Resource Room Specialist

Reports To: Career Services Manager

Grade and Salary Range: Grade 8, Step 5 – 7: \$40,975 - \$42,632

FLSA Classification: Non-Exempt

Prepared Date / Updated Date: June 2023; 6/24; 6/25; 3/26; 10/26

Job Summary:

The American Job Center Resource Room Specialist will be responsible for working with job seekers and businesses in the resource room (computer lab) to address their employment needs by providing access to workforce development programs and services that will support the economic stability of the labor force, businesses and the community. The Resource Room Specialist is the first point of contact for the provision of workforce services to American Job Center visitors.

Essential Duties and Responsibilities:

- Perform initial needs assessments of customers and visitors.
- Assist customers with registration in the Maryland Workforce Exchange (MWE) system.
- Facilitate the engagement with employment resources for job seekers and businesses by providing comprehensive information on the local workforce system.
- Provide services to job seekers to expedite their entry into employment.
- Conduct informal assessments in resource area and provide initial options for program and partner referrals.
- Identify potential job matches of customer skills with job qualifications.
- Refer qualified customers to job openings utilizing the MWE.
- Assist customers by facilitating and demonstrating the usage of self-service workforce resources.
- Assist customers with Unemployment Insurance questions as needed.
- Share labor market information with customers to enable informed decisions on labor trends and economic conditions by using appropriate resource materials.
- Refer job seekers to training and/or supportive services to improve their job readiness by utilizing community, training and educational resources.
- Keep calendar of events current.



- Provide basic information and referral to federal bonding or other hiring incentive programs.
- Demonstrate online tools including assessment and external employment resources.
- Provide resume consultation.
- Provide businesses with information regarding basic business services.
- Identify employers' needs and facilitate a warm handoff to Business Engagement Specialist.
- Read materials and attend meetings and trainings in order to abide by the laws, rules, regulations, procedures, policies, and ethical responsibilities governing the performance of duties to ensure compliance.
- Other duties as assigned.

Supervisory Responsibilities:

None

Knowledge, Skills and Abilities:

- Exemplary customer service skills.
- Strong listening skills and patience.
- Strong knowledge of electronic, print, and other resources used to support career and job search preparation.
- Job matching and placement skills.
- Transferable skills analysis.
- Ability to work within deadlines, manage multiple assignments and priorities within a fast-paced, rapidly changing environment.
- Strong oral and written interpersonal communication skills.
- Ability to work independently and exercise sound judgment in carrying out responsibilities.
- Ability to collaborate with others as needed.
- Computer proficiency with Microsoft office applications and the Internet.
- Ability to read and comprehend ADA considerations when creating visual materials.
- Experience administering career and basic skills testing instruments.
- Data entry and record keeping.
- Ability to demonstrate the Southern Maryland JobSource mission, vision, and core values in the performance of position duties. Our values include accountability, respect, integrity, responsiveness, and knowledge.
- Performs other related duties as assigned.

Qualifications / Required Education and Experience:

- Associate degree in social work, psychology or related human services field preferred. Direct work experience on a year-for-year basis may be substituted for required post-secondary education.
- Direct customer service work experience required.



- Certified Professional Resume Writer preferred.

Work Environment:

- Work involves potential exposure to uncomfortable or unpleasant situations. May be required to handle disgruntled customers and investigate complaints.
- Frequent travel to American Job Centers and TCCSMD Headquarters will be required and/or virtual meetings via virtual platforms.
- Must have daily access to a vehicle and a valid driver's license.
- May be required to work some evenings and weekends, as necessary.

Physical Demands:

The position requires the ability to operate standard office equipment and keyboards. Must have the ability to lift and carry up to 50 pounds and to walk short distances. Position may require use of a motor vehicle.

Conditions of employment:

- Must have a valid driver's license and daily access to a vehicle.
- Must successfully complete a pre-employment background check,
- Ability to work evenings and weekends as required.

Starting salary based on education and experience. Tri-County Council for Southern Maryland offers a collegial work environment, exciting opportunities for professional growth, and generous benefits, including 10 days of Annual Leave per year; 15 days of Sick Leave per year; 6 Personal Leave days per year; health, vision, prescription, and dental benefits; Term Life Insurance and AD & D; Short-Term/Long-Term Disability; Access Perks, an employee discount program; and a 401(k) plan with a 6% employer match, eligible after 6 months of employment.

Apply Online at: <https://tccsmd.org/work-with-us/>

Affirmative Action / EEO Statement

The Tri-County Council for Southern Maryland is an equal opportunity employer. We do not discriminate in employment opportunities or practices on the basis of race, color, religion, creed, sex, national origin, ancestry, age, marital status, physical or mental disability, sexual orientation, gender identity or expression, veteran status or any other characteristic protected by federal, state or local law.