

CENTRAL TEXAS WORKFORCE CENTERS POSITION DESCRIPTION

Title/Classification: Workforce Technician – Child Care Services

FSLA Status: Non-Exempt

Who We Are:

Workforce Solutions of Central Texas (WSCT) has been consistently recognized for being one of the "100 Best Companies to Work for in Texas" and has received 2021 HIRE Vets Medallion Platinum Award. We have a great work-life balance, competitive salaries, extensive opportunities for training and development, and fantastic benefits. Join us in our mission of "Creating futures by bringing people and jobs together".

Who You Are:

An individual who embodies our values of Customer Focus, Accountability, Quality, Teamwork & Integrity. You are proactive and desire to empower our local businesses by developing and maintaining working relationships, while assessing the needs of regional and prospective employers and providing solutions.

You Gain:

Competitive salary: \$39,660 a year

Be part of our Registered DOL Apprenticeship program

TCDRS Retirement

Medical Insurance, including dental & vision

Life Insurance

Tuition Assistance

Paid time off for vacation, sick and holidays

Military, family care leave, and more

Overview:

The Workforce Technician (Child Care Services) will work at the Killeen Workforce Center completing technical and clerical support duties for Workforce Center Services. Work includes telephone and in-person reception, data entry of service information, dissemination of information about Workforce Center Services, limited explanation of available Center services and fulfilling office clerical tasks while providing excellent customer service and support to Child Care Services.

You will be trusted to:

- Appropriately receive customers, both telephone and walk-in, and route them to appropriate Workforce Center staff and/or services.
- Demonstrate the ability and knowledge to operate complex copy and Fax machines as well as prepare various written documents on a computer using Word, Excel, etc.
- Correctly refer customers to appropriate non-Workforce Center agencies for assistance.
- Demonstrate knowledge of services offered in the Workforce Development System.
- Demonstrate ability to maintain and use a database or catalog of all agencies and available services in the Workforce area.
- Effectively and accurately provide information and answer customer questions.
- Demonstrate the knowledge and ability to gather, data enter, and route customer program information.
- Demonstrate the ability to generate reports used by Workforce Center staff.
- Maintain the Center files including accurate and timely filing of customer and office files as required.

- Effectively route and prepare mail and express service.
- Demonstrate the knowledge and ability to operate the Center telephone system as well as instruct others in its operation.
- Other duties as assigned.

GENERAL QUALIFICATION GUIDELINES

Qualifications: The requirements listed below are representative of the knowledge, skills, and/or ability required. Persons with disabilities may expect reasonable accommodations to perform essential functions.

Education and/or Experience: Graduation with High School Diploma or GED required. Associate Degree preferred. Two years of clerical experience required.

Language Skills: Ability to read and understand documents such as operating and maintenance instructions and policy/procedure manuals. Ability to write professional emails and routine reports. Multilingual is a plus but is not required.

Mathematical Skills: Ability to add, subtract, multiply, and divide, using whole numbers, common fractions, and decimals.

Reasoning Skills: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Other Skills and Abilities: Type 40 wpm and 10 key proficient, telephone etiquette, customer service skills, skilled in the use of Microsoft Word and Excel. Proven employment record and ability to work effectively with a diverse population.

Physical Demands: While performing the duties of this job, the employee is regularly required to talk and hear. The employee is frequently required to move from place to place; reach with hands and arms; and stoop, kneel, or crouch. The employee may occasionally lift and/or move up to 50 pounds. Specific correctable vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually light to moderate.