



JOB DESCRIPTION

CAREER ADVISOR (WELCOME TEAM)

AMERICAN JOB CENTER (AJC)

The American Job Center (AJC) Welcome Team will greet customers, ensure registration into the ADB system, enroll customers in MOJOBS database, and administer initial WIN Assessment of customer skill levels consistent with employer needs. Finally, the Team will explain and market the AJC services and products and schedule the next steps. The Welcome Team consists of experienced customer service staff that will provide access to the all Unassisted Core Services.

The Career Advisor will manage all office clerical duties, greet and administer initial WIN assessment and core registration to all AJC customers.

Job Functions:

- Organize, coordinate, and maintain records and vital information of Saint Louis AJC resource center.
- Ensure all AJC customers enter their information into the ADB system.
- Welcome all clients of the AJC with high quality customer service and ensure all services are introduced.
- Administer initial WIN Assessment and core registration to all AJC customers.
- Assist in coordination of Workforce Linkage Workshops to ensure scheduling.
- Refer customers to workshops and market appropriate products in the Product Box.
- Attend monthly staff meetings.
- Communicate effectively with all team members, management, and customers of the AJC.

Skills and Abilities:

- Ability to complete various tasks and follow up with clients, co-workers, and supervisors

- Ability to use standard office equipment and record important data in data systems
- Must possess excellent skills in word processing, Microsoft office software, and other management software

Qualifications:

- Four year college degree or 3 to 5 years related experience and/or training or equivalent combination of education and experience.