

## POSITION DESCRIPTION

Approved By: Executive Director

<b>Job Title:</b>	Resource Center Customer Support
<b>Team:</b>	Workforce Programs and Career Center Operations
<b>Reports To:</b>	Director of Workforce Programs and Career Center Operations
<b>FLSA:</b>	Hourly, Non-Exempt
<b>Recent Review Date:</b>	12.11.2025
<b>Future Review Date:</b>	12.11.2027
<b>Hiring Range Based on Education and Experience:</b>	\$18.90/hour - \$21.00/hour (\$34,398 to \$38,220 annually)

### AGENCY SUMMARY:

CNY Works is a not for profit (501(c)(3)) corporation and serves as the Onondaga County Workforce Development Board (OCWDB). CNY Works has been designated by local government (City of Syracuse and Onondaga County) to administer the workforce development funds targeted for the Central New York area. CNY Works functions as the apolitical convener of business, economic development, and community agendas to define workforce system goals, garner resources, and support growth and development of the local and regional economy. On an operational level, CNY Works provides services to help develop, attract, and retain workforce talent in the Central New York region by providing skill development, training, education services, information, and career resources for job seekers and businesses.

### CAREER CENTER SUMMARY:

The CNY Works Career Center is the heart of the One-Stop Delivery System in Onondaga County and provides comprehensive career services to job seekers, specifically youth, adult and dislocated worker populations. The Career Center delivers high-quality career services, education and training, and comprehensive supportive services to the local community which are tailored to meet the needs of the local and regional economies. Services include individual and team case management, Resource Center access and support, workshops and other partner and community-based services aimed at developing job seekers' skills for employment success.

### POSITION OVERVIEW:

The Resource Center Customer Support position is a friendly and patient member of the CNY Works team that supports customers with basic resume writing skills, job searches, online application support, and other basic to intermediate technology help as needed including but not limited to connecting customers to the UI support line via the Resource Center telephones, creating and accessing customer email accounts, supporting customers with photocopying, and faxing documents as necessary. This role combines one-on-one coaching, support, and encouragement, conducts basic resume group workshops, and provides hands-on technical assistance to help job seekers find opportunities and build digital confidence. The Resource Center Customer Support position will assess customers for career center services required above and beyond basic level and will assist with registering customers through the service request portal for workforce advisor assignment. This position also provides support as needed to the

front desk Administrative Assistant. This position offers an opportunity to contribute to a dynamic organization committed to delivering outstanding service and support.

**ESSENTIAL FUNCTIONS:**

- Approach, warmly greet, and offer assistance to all customers using Resource Center technology within the first 5 minutes of their entry into the room.
- Provide individualized assistance with job search strategies, online job boards such as Indeed, application submissions, and email communication.
- Review, edit, and format basic resumes and cover letters. Teach best practices for tailoring documents to job postings.
- Teach customers how to use computers, email, web browsers, Microsoft Word, and basic online career support searches. Deliver short workshops and drop-in sessions.
- Assist customers with adaptive technology equipment as needed.
- Help customers access community partner resources, training programs, and employer listings. Maintain up-to-date referral information.
- Assist customers in gaining access only to filing for unemployment insurance online ensuring the customer completes all required information.
- Assist customers with using the Resource Center telephones to contact the NYSDOL UI elevated claims division.
- Ensure all customer interactions and services provided are timely entered into the One Stop Operating System (OSOS) to allow for programmatic metrics and Resource Center utilization reports to the Board of Directors.
- Provide coverage support to the CNY Works reception desk during staff lunches, unscheduled absences, and time off.
- Submit tickets to Function One as needed for IT technical issues or concerns.
- Ensure customers adhere to the Resource Center usage guidelines including no food, drink, or cellphone use in the room.
- Other duties and essential functions as assigned.

**ACCOUNTABILITIES:**

Meet position essential functions for quality and productivity. Adhere to agency policies and procedures. Professionally and effectively work with career center customers. Obtain and maintain a strong knowledge of training programs offered to local employers through CNY Works and WIOA to hire, train, and retain qualified employees. Work with the CNY Works leadership team and Board of Directors.

**QUALIFICATION STANDARDS:**

High School degree or equivalent; associates degree or relevant certification, career advising, resume writing, and/or job placement knowledge preferred. One to two years of experience in customer service, workforce development, or computer logistics, or any combination of experience and training which enables the performance of the essential job functions. Must be comfortable using Windows and MS Word, web browsers, email, and common office applications and technology. Demonstrated basic working knowledge of resume, cover letter, and application essentials, or workforce development, community-based organization and related services experience is highly desirable.

*Attention to detail, impeccable organizational skills, and patience are critical attributes, including a high level of written and oral communication skills.*

- Strong organization, communication, and interpersonal skills.
- Excellent oral, written and presentation skills.
- Excellent time management skills.

- Ability to communicate clearly, effectively and timely with career center customers and CNY Works staff and leadership team.
- Ability to work respectfully with people of different skill levels and with varied backgrounds.
- Ability to diffuse argumentative and aggressive customers and ability to know when to elevate concerns with customers to management and/or security.
- Ability to multi-task and manage competing priorities, including completing detailed tasks with a high level of accuracy.
- Ability to work with diverse populations internally and externally on behalf of CNY Works including veterans, young adults, individuals with disabilities, mature workers, and individuals with justice center involvement.
- Ability to work without supervision and to make appropriate decisions.
- Ability to receive and accurately convey detailed instructions to other workers, customers, and vendors.
- Ability to research, analyze and accurately present detailed information.
- Ability and desire to understand the overall functions of the organization and apply this understanding to work performed.
- Proficient use of MS Office software.
- Knowledge of New York State (NYS) One Stop System Operator (OSOS) System for data entry, validation and tracking is a plus.
- Ability to work flexible hours to fulfill expectations of the position.
- Ability to sit at a desk 6 – 8 hours per day

**This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position**

**Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor**

**This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship**