

## **CAREER LAB ASSISTANT (Draft Job Description)**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

To assist in and oversee the daily operations of the Social Services Career Lab; to provide information and assistance to clients on Career Lab services and policies; to provide basic upkeep of computer hardware and software and maintain security of computer equipment.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Social Services Director and Employment Specialist.

May exercise functional and procedural supervision over short-term, volunteer staff.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS** *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Assists in the daily operations of the County's Career Lab; maintains a library of occupational, vocational, and training information.
2. Maintains computer lab; opens and closes computer lab, ensuring safety and security of lab and equipment; ensures proper operation of computer lab equipment and software; performs basic troubleshooting and maintenance for software and hardware; trains clients on the proper operation and use of computer equipment.
3. Provides information and assistance to clients in the Career Lab; assists clients in completing applications, preparing résumés, and preparing for interviews.
4. Assists in the preparation of a variety of reports and correspondence; compiles information for statistical reports.
5. Creates, maintains, and updates Career Lab calendar; schedules appointments.
6. Maintains an inventory of Career Lab supplies and assessments; notifies supervisor of needed supplies.
7. Attends a variety of meetings as required; performs related duties and responsibilities as required.

### **QUALIFICATIONS**

#### **Knowledge of:**

1. Policies, procedures, and operating practices applicable to administration of computer network and computer software.
2. Computer terminology and principles.
3. Basic computer hardware and troubleshooting of computer hardware.
4. Practices and procedures of office administration and support.

5. Advanced usage of word processing, spreadsheets, databases and other standard software to create complex documents, reports, and materials.
6. Correct English usage, including spelling, grammar, and punctuation.
7. Practices and procedures for developing and maintaining filing systems and records.

**Ability to:**

1. Provide support and respond to requests and inquires from users regarding computer equipment and software applications.
2. Analyze software and hardware needs and recommend solutions
3. Provide guidance to clients on the availability of programs and services.
4. Create and update computerized appointments and schedules.
5. Research, compile, analyze, interpret and prepare a variety of administrative and database reports.
6. Prepare and maintain accurate and confidential client records and reports.
7. Operate office equipment including computers and supporting word processing, spreadsheet, and integrated software systems.
8. Communicate clearly and concisely, both orally and in writing.
9. Establish and maintain effective working relationships with those contacted in the course of work.
10. Maintain sensitive and confidential information.

**Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Two to three years of increasingly responsible experience in the installation and troubleshooting of software applications and the installation and troubleshooting of network client devices and peripheral equipment.

**Training:**

Equivalent to an Associates degree from an accredited college or university with major coursework in a related field.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens; extensive contact with clients, general public, and Social Services staff. Must be willing to work weekends and evenings to meet the needs of the program.

**Physical Conditions:**

Essential and marginal functions may require maintaining physical condition necessary for walking, standing, or sitting for prolonged periods of time; moderate lifting; extensive use of computer keyboard.