

SBWIB, Inc.

SOUTH BAY WORKFORCE INVESTMENT BOARD, INC.

A Private Nonprofit Corporation

An Equal Opportunity Employer

Career Services Admin Assistant / (Case Manager Assistant)

JOB ANNOUNCEMENT

Summary

We are looking for a responsible Career Services Admin Assistant (Case Manager Assistant) to assist with administrative and case management duties and overall provide support to staff located at our **Pomona (CA) extended office**. This person must be able to fill in for supervisory staff during absences; must be able to take initiative as well as productively manage his/her time while working in a fast-paced environment. Overall, the work of the Career Services Administrative Assistant will be critical in ensuring that the team meets its goals in an efficient and organized manner with high levels of customer satisfaction.

Salary & Benefits

This is a full-time position (35-40 hours/week) with a starting hourly wage of \$17.45. Our Company has developed a comprehensive set of employee benefit programs to supplement our employees' regular wages. Our benefit package represents a hidden value of additional income to our employees, which include a 65% health cost reimbursement (for employee only), sick and vacation time, holidays and a competitive 401k plan. All **full-time** employees are invited to participate in the company's health benefits package after completing the 60-90-day employment introductory period.

Minimum Qualifications

Must have high school diploma or equivalent, graduate with an Associate's Degree in business or any related field and at least one (1) year of related administrative experience is required (education may be substituted by experience on a year-for-year basis); good oral and written communication skills and strong customer service skills are a must; strong MS Word and EXCEL skills are also required. **Applicant must be able to satisfactorily pass background and reference-check clearances.**

Essential Duties and Responsibilities Under general supervision of the Program District Coordinator or designee, the duties of the Career Services Admin Assistant (Case Manager Assistant) will be, but not limited to, the following:

- Perform a variety of office related duties including answer phone and oversee inventory and maintenance of office supplies and materials;
- Use word processing to create letters, reports, requisitions and other documents and maintain accurate reports;
- Set up and maintain client and project files;
- Stay aware of privacy laws and understand the need to maintain patient confidentiality;
- Assists in providing direct service to program participants;
- Assist in providing instruction of employment related classes to adult or youth participants;
- Assist with coaching participants to set and achieve appropriate employment objectives by identifying short and long term goals, obstacles determining occupational qualifications and mapping out strategies to achieve their goals;
- Assist participants through the job search process, which may include providing knowledge

- and feedback of on the job search materials and skills as well as expose participants to employer contacts, internships and other short-term training opportunities, as appropriate;
- May be required to assist with the achievement of monthly, quarterly and annual employment and internship goals;
 - Track participant activities, progress and results using client management and tracking systems;
 - Assist with collecting and reviewing timesheets for accuracy;
 - Assist in coordinating employment related volunteer recruitment and event planning efforts;
 - Assist with other duties of a similar nature or level as required;

Working Conditions

Performing duties of this position may require spending the majority of the day walking, standing, sitting at a desk and some lifting and bending for filing purposes. Must have good time management skills, be able to work well under stress and meet deadlines. Reliable transportation, a valid driver's license and proof of insurance is a plus. May occasionally be required to travel to other office locations for trainings, conferences and/or meetings within or outside our local area.

How to Apply

Send a cover letter and résumé to apply@sbwib.org for consideration. Recruitment for this position will end upon receipt of a sufficient number of résumés. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. No phone calls please.

The SBWIB, Inc. is an equal opportunity employer. Applicants are considered for all positions without regard to race, color, sex, gender identity, national origin, age, mental or physical disability, medical condition, marital status, sexual orientation, pregnancy, ancestry, religion, military or veteran status, or any other status protected by law.

The SBWIB, Inc. provides reasonable accommodations consistent with its legal obligations. Therefore, applicants who may need reasonable accommodations or other assistance in relation to a disability or religion, at any point within the application process or thereafter if hired, should immediately inform SBWIB, Inc. by sending an email to apply@sbwib.org.