

Department of Human Resources
Carroll County Government
225 North Center Street, Room 100
Westminster, Maryland 21157
410-386-2129



Currently accepting applications for:
Customer Engagement Specialist
Business and Employment Resource
Center
An Equal Opportunity Employer

Customer Engagement Specialist – Economic Development / Business Employment Resource Center

\$16.88 hourly (G08), 40 hours per week

Contingent Employees are hired under an Employment Contract which includes paid time off (PTO), medical insurance coverage and 3% salary contribution for an employee retirement

Hours are typically Monday through Friday from 8:00 am – 5:00 pm

Apply by 5:00 pm on **Friday, February 5, 2021**

The Business/Employment Resource Center (BERC) is currently searching for an outgoing and resourceful individual to join our professional workforce development team. BERC is Carroll County's American Job Center where jobseekers and businesses come for support, guidance and career development.

As the Customer Engagement Specialist, you will provide customers with information they need to find their next job and the opportunity for skills upgrading and occupational training as defined by the Workforce Innovation and Opportunity Act programs regulations and all Federal, State and local laws. You will assess customers' needs; provide resume building; interview preparation and job search assistance. You will meet with customers individually to determine eligibility for specific training opportunities. Tasks include outreach, assessment, intake, referral, resume development, data-tracking and collection. This position works closely with our partner agencies: Dept. of Social Services, Carroll Community College Adult Education, Division of Vocational Rehabilitation, Dept. of Labor and Human Services Program Carroll County.

The ideal candidate for this opportunity will have strong customer service skills; excellent orientation to detail and problem-solving skills; a working knowledge of available community services and resources.

Qualifications:

1. Associates degree in Social Sciences, Psychology or related human services.
2. Two years direct customer service work required; employment and training programs experience preferred.
3. Office 365 suite experience required; Excel experience preferred.

A comparable amount of training and experience may be substituted for the minimum qualifications

Benefits of working for Carroll County Government:

- ✓ Low-cost, no deductible healthcare plans (including prescription and vision)
- ✓ Low-cost dental insurance
- ✓ 12 paid holidays

How to apply:

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Call the Carroll County Job Hotline to request an application: 410-386-2020
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

1/15/2021
(21-54)

The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kimberly L. Frock, Director and Carroll County Government Americans with Disabilities Coordinator for employment, at the Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.