

American Job Center Coordinator / System Leader – Pro Action’s Employment and Training Department is seeking a team player to provide oversight for multiple Career Centers within our service area, provide outstanding service to Career Center customers and facilitate community outreach and events relative to Career Center services.

The **American Job Center Coordinator/System Leader** will coordinate and facilitate working with teams at individual American Job Centers to ensure continuous improvement of their service delivery systems and be responsible for staff training and the successful implementation of Department of Labor funded programs. Will be responsible for creating and maintaining detailed reports and statistical databases.

Customer service functions of this position include initial assessment and registration of American Job Career Center customers and providing customers with orientation to American Job Center Services. Will refer customers to appropriate resources as needed and effectively and productively respond to emergency situations and complaints. Will post open jobs with the Department of Labor, Civil Service listings and other appropriate resources.

In conjunction with community partners, the Coordinator/System Leader will facilitate on-site job interviews, recruitment activities, job fairs and trainings. Will represent the organization at meetings and other community events as required.

The **requirements** for this position are an Associate’s Degree in Human Services or a related field with a minimum of 3 years working in Human Services. Experience working with the general public and target populations is required. An equivalent combination of education and experience will be considered.

The successful applicant will possess outstanding customer service skills along with the ability to work as part of a team as well as work independently. Excellent organizational, time management and communication skills, with the ability to listen effectively are necessary. Must be proficient with computer database and word processing applications. A valid driver’s license meeting agency standards is required for this position.

To apply, please submit a letter of interest, resume and completed employment application to: Human Resources, Pro Action of Steuben and Yates, Inc., 117 E. Steuben St., Bath, NY 14810 or email to: Jobs@proactioninc.org. EOE.