

# Position Description

## GoodWORKS Career Center Supporter



**Classification:** Volunteer

**Reports To:** Volunteer Experience Specialist & GoodWORKS Manager

**Supervises:** This position has no direct supervisory responsibilities

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### Organization

Goodwill of Western Missouri & Eastern Kansas has a rich, 120 year+ history. Everyone knows Goodwill for our thrift stores, but few know what Goodwill is really all about. The sale of donated items provides funds that stays local, supporting thousands of job-seekers with barriers to employment. We believe in the Power of Work and are committed to helping people earn and keep jobs in this community. That's why 90¢ of every dollar Goodwill spends goes directly into our mission, not into shareholders' pockets.

### Impact

This position is perfect for someone who is passionate about empowering others. The GoodWORKS Career Center Supporter is integrated into one of our mission programs and works one-on-one with job seekers to make them more competitive in the job market. He or she will give job seekers tools and skills to earn and keep sustainable employment, which will change their lives, the lives of their families, and the entire community.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assist clients in receiving self-directed job search assistance through GoodProspects, computers, phone, email, copier & fax.
- Instruction on how to set up an email account & assist with internet job search & application process.
- Do daily job searches & update job board with local area job openings available by industry.
- Ability to answer phone calls, do follow up phone calls & take messages in a professional manner.
- Demonstrate good customer service skills with the ability to greet clients/customers in a helpful and professional manner.
- Access to GoodTraks tutorial & ability to enter, track & update clients progress in the system.
- All other duties assigned by the GoodWORKS Manager.

### Work Environment

This job operates in a professional office environment. The role routinely uses standard office equipment. Business casual attire is required.

### Time and Location

The GoodWORKS Career Center Supporter should commit to one 5-hour shift per week on Mondays or Wednesdays, 9AM-2PM, for a minimum of 3 months. The location is the Goodwill Mission Support Center, 1817 Campbell Street Kansas City, MO 64108.

### Screening

A background check and interview are required.

### Training and Orientation

Training and orientation will be provided by the onsite GoodWORKS staff and/or Volunteer Experience Specialist during the first scheduled shift and continuing as needed.

### Qualifications

- Working knowledge of internet search engines, resume writing and interviewing skills
- Proficiency in Microsoft Office and Windows
- Strong customer service skills, professional appearance and etiquette
- Good verbal and written communication skills
- Some professional experience

- Previous experience in recruiting and hiring helpful, but not required
- Familiarity with nonprofits helpful, but not required

## **Values and Competencies**

- We allow our values to guide our actions:
  - Lead: Everyone has value - help them find it and celebrate it
  - Grow: Learn constantly and strive continually to better ourselves
  - Partner: Be good citizens, maximize the value of donations, and support sustainability
  - Innovate: Always seek new and better ways to accomplish our mission
  - One Agency: Work collaboratively to build a legacy from which future generations will benefit
- Every leader must demonstrate these competencies:
  - Has a focus on our mission
  - Does the right thing, acting with honor and integrity
  - Develops self and others
  - Owns results