

**West Piedmont Workforce Investment Board**

*Virginia Workforce One Stop Operator/Center Receptionist Description*

**Scope of Work**

The purpose of this document is to provide a description of the responsibilities of the One Stop operator and the Center Receptionist. Proposers are responsible serving as the One Stop operator for Workforce Center operations at the Martinsville and Danville Workforce Centers. Proposer may choose to apply to serve as the One Stop operator for **one** or **both** of the One Stop Workforce Centers overseen by the WPWIB. The One Stop operator for each Workforce Center will be responsible for providing receptionist coverage at whichever Workforce Centers they serve. The requirements for the Center Receptionist can be found in this document. The proposer must identify the manner in which they will provide front-desk coverage during all business hours. The proposer will also identify a plan for providing coverage if the receptionist is unable to attend work due to any reason.

**Responsibilities of the One Stop Operator**

* Implement and carry out One Stop services as described in the below and any other integration initiatives in compliance with all applicable federal, state and local regulations, policies, and procedures.
* Ensuring that WIA services are Bi-lingual at a minimum in Spanish and English with multicultural expertise
* Work with the WPWIB to design and implement integration of partners’ staff and systems and the coordination of services for the One Stop center
* Coordinate participation of all One Stop partners to jointly serve customers through the One Stop service system.
* Monitor and coordinate the provision of quality integrated services to all customers (employers and eligible and enrolled participants) within the One Stop center.
* Facilitate problem solving and continuous improvement activities for the One Stop center, as well as establish a process for on-going quality improvement in One Stop center operations.
* Align services to meet the appropriate goals identified in the WPWIB Local Plan and ensure that the site operates within the parameters established by WPWIB.
* Provide and exhibit leadership through creating and sustaining common values, organizational directions, performance expectations, customer focus, collaboration and cooperative activities, and vision for staff throughout the provision of One Stop services.
* Ensure that non-enrolled WIA services are available to all customers and that eligibility is not required, facilitating cross referral and co-enrollment as appropriate.
* Resolve conflicts among partners in alignment with disputes process and respond to complaints of One Stop customers.
* Foster partnership within the center to function as a multi-agency team, and promote and participate in collective accountability that recognizes system outcomes, in addition to an individual partner program’s outcomes.
* Develop cross-referral protocols in partnership with community service providers.
* Execute Memorandums of Understanding (MOUs) including Resource Sharing Agreements (RSAs) between the partners to specify how the broader system costs are being shared, how costs are allocated and which organizations are contributing in-kind services or other resources. The RSAs, including future modifications thereto, are referenced information and shall be considered as part of this MOU.
* Assist in the recruitment of additional partners and/or in-kind or other resources as appropriate.
* Providing information, documentation and technical assistance to the WPWIB in order to maintain certification and integration standards.
* Managing resource sharing and allocation in the Workforce Center, including management of core services.
* Assist with coordination of local rapid response team and activities.
* Assisting in the marketing of the Workforce Centers.
* Supporting system communications.
* Coordinating Center staff competency training.
* Coordinating with training institutions.

The WPWIB will hold the Operator accountable through the following means:

* Coordinating and facilitating monthly Management Team meetings – communication tool between the WPWIB, providers and partner agencies, as well as forum to discuss and address tactical and strategic issues related to the Workforce Centers.
* Audit Committee – subcommittee of WPWIB; reviews Workforce Centers and WIA performance data.
* Ad hoc meetings – Discuss and resolve any critical issues affecting Workforce Centers, as needed.
* Operator certification - WPWIB reviews and certifies Operators to ensure the WPWIB values for the workforce system are evident throughout the Workforce Center’s governance and operations.

A report on progress made towards meeting expectations set in this agreement is due the 5th of each month for the previous month. A brief verbal report is due at each WPWIB meeting, held bimonthly.

**Required Qualifications and Attributes of Center Receptionist**

* Exemplary customer service skills
* Customer-first mindset
* Exceptional knowledge of all Workforce Center Agencies and programs
* Ability to serve as ambassador for all partners within the Workforce Center
* Proficient with Microsoft Office applications (ex. Word, Outlook, Excel)
* Ability to provide basic instruction to clients in the use of computer or the use of the resource room (ex. Providing assistance in writing a resume, cover letter, etc.)
* Ability to assist with client registration in the Virginia Workforce Connection
* A high school diploma or GED at a minimum
* Bi-lingual at a minimum in Spanish and English with multicultural expertise
* Attention to detail
* Strong organizational and planning skills
* Reliable

**Center Receptionists Job Functions**

* Answer telephone, screen and direct calls
* Provide information to customers in professional manner
* Greet clients as they enter Workforce Centers
* Assist clients with registration
* Provide general clerical and administrative support
* Serve as responsible party for contacting landlord regarding routine property maintenance
* Coordinate meeting schedules
* Deal with queries from the public and customers
* Schedule appointments
* Receive and sort mail
* Input survey responses into database and provide monthly reports to Center Management Team