



Job Title: Customer Service Representative

Team: America Works of Orange County

Location: Orange County, CA

About America Works: Called “a company with a conscience,” America Works was founded in 1984 by social activist and entrepreneur, Peter Cove, who wanted to put his ideals about poverty and the American dream into practice.

Joined by Dr. Lee Bowes as the CEO, America Works has helped more than 800,000 individuals increase their self-sufficiency through gainful employment, including military veterans, welfare and SNAP recipients, young adults, the criminal justice involved, homeless, non-custodial parents, persons receiving disability, among others. America Works uses a blended model that includes work readiness training, vocational training, career placement, career advancement, and employment retention services.

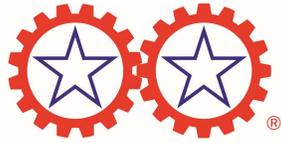
America Works is a 100% Women-Owned Business. Our mission is to equip each individual who comes to our offices with the right tools so that they are able to provide for themselves and their loved ones. We believe the most effective approach in helping people out of poverty is by assisting them in finding meaningful employment. Our proven methods, services and experienced staff offer the right combination for success.

Join an incredible company of professionals who are passionate about embracing a sense of urgency, a strong work ethic, and accountability for a person becoming self-sufficient while learning how to navigate job searches and employment opportunities; and securing meaningful employment. We select individuals who share our vision and are willing to put in the hard work to achieve it!

This position will provide you with a sense of purpose, unique challenges, and enable you to make a true impact on our business and the person’s life you are enhancing.

Duties and Responsibilities:

- Responsible for welcoming all customers and directing them appropriately
- Record all necessary customer information in the CalJOBS system and Salesforce
- Coordinate with the Career Resource Room Attendant to ensure customers are able to access and information from partner organizations.
- Provide support to the One-Stop Manager and the Title I provider to coordinate business services to customers.
- Research additional community organizations and work with One-Stop Manager and Career Resource Room Attendant to coordinate partnerships
- Report directly to the One-Stop Manager



AMERICA WORKS
of New York, Inc.

Benefits:

- Medical, Dental, and Vision Insurance
- Aflac Supplemental Insurance
- 401K
- Wonderful team
- Great work-life balance
- Important mission

For more information about this position or to submit a resume, please contact:

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