I AM Workforce Solutions

Gwendolyn Robinson:

Program Assistant

Baytown Workforce Solutions

As a Program Assistant one of the primary responsibilities include answering the telephone. You may ask, how can answering the telephone demonstrate the principals of “I AM Workforce Solutions”? Gwendolyn (Gwen) makes it a priority to assist each and every customer with their needs or concerns to safeguard the customer from being sent to someone’s voicemail if the staff member is with a customer. If a customer calls the Career Office with a question about any service we provide Gwen takes it upon herself to provide the customer with the information inquired about the service *and* any information/documents (such as a dl, birth certificate, pay stubs etc) the customer may need to bring when they come into the office to ensure services can be provided in the same visit. When members of the community call the office and would like information to contact UI, Gwen readily provides them with the information, she inquires about their WIT application and informs the customer of what to expect when they call the UI Claimant number. If the UI customer states they have not yet completed a WIT application she informs them TWC will ask them to complete the WIT application and it is also a means by which to find employment. She then provides the customer with information on how to complete the WIT application and begin looking for work she invites them into the office to speak with office staff and be provided with more customized assistance with completing the WIT app, attending a Seminar for Job Seekers, and provides an overview of the kinds of services available in the office. When customers call into the office needing assistance with resetting their WIT passwords, has questions about upcoming employer events, needs general information about child care and scholarships she is well versed and ready to assist them. Ms. Gwen has extensive knowledge about the services and processes in the career office and where she lacks knowledge she seeks it out so as to ensure she always has an answer for her customers calling into the office. Gwen takes pride in assisting customers the first time they call and through her extensive knowledge of the services available she is more often than not able to assist customers who call into the career office with questions rather than having to reroute the customer to other office staff. Her care and compassion for her customer’s reach far beyond that of inner office services, she has a plethora of knowledge regarding resources available in the community and when there is something WFS is unable to assist our customers with rather than saying “no” she is able to say “no we are unable to assist you with that here but, here is a community resource which could possibly provide assistance for your need”.

Throughout this summer we had the Summer Work Experience program in which not only did we have youth working in our career office but several youth were in our office every Friday for seminars, to receive services, and to participate in work related activities. During this time Gwen went far above and beyond in the way she assisted in helping to provide career guidance, workplace norms, safety tips, and workplace skills to youth. Gwen taught our youth workplace skills they will have the opportunity to use for a lifetime and beyond that she developed a relationship with our youth that impacted many of them in ways reaching far beyond the workplace and into their own self value helping them to recognize their strengths and the bright futures ahead of them.

These are only a few of the ways Ms. Gwen demonstrates the characteristics of the “I AM Workforce Solutions” principals. When customers call into the office she answers their questions to prevent them from being redirected; she informs her customers so they are prepared for the next steps, she makes sure their questions are taken care of over the telephone so they do not unnecessarily come into the career office, she is familiar with community resources so even when she has to say “no” she still provides the needed service to our customers.