

**TECHNICAL ASSISTANCE GUIDE  
DIRECTING RESIDENT CUSTOMERS TO THE SERVICES REQUESTED**

<b>STAFF POSITION</b>	<b>SERVICES PROVIDED AT CUSTOMER'S REQUEST</b>
<b>Greeter</b>	<ul style="list-style-type: none"> <li>• Listens to customer requests for service and directs the customer to the appropriate staff member to provide that service</li> <li>• May suggest a service to a customer who is unsure of what help she wants or needs</li> <li>• Provides Work Application and Addendum to customers</li> <li>• Updates Work Application information in WorkInTexas.com</li> <li>• May enter customer services into WorkInTexas.com</li> <li>• Provides UI Call Center Card for direction to filing Unemployment Insurance</li> <li>• Provides most forms requested by customers including:               <ul style="list-style-type: none"> <li>✓ Wage complaint form</li> <li>✓ Job Search Log</li> <li>✓ Attendance Form</li> <li>✓ UI appeals form - request to appeal ruling denying UI</li> </ul> </li> <li>• Written labor market information</li> <li>• Federal Earned Income Tax Credit (EITC) information</li> <li>• Information packet about Workforce Solutions services</li> <li>• Trade Act Information</li> <li>• Refers to other service provider organizations</li> </ul>

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<b>Resource Room Specialist</b>	<ul style="list-style-type: none"> <li>• Helps with the use of equipment including:               <ul style="list-style-type: none"> <li>✓ Fax</li> <li>✓ Telephones</li> <li>✓ Copier</li> </ul> </li> <li>• Directs customer to helpful computer resources including:               <ul style="list-style-type: none"> <li>✓ WorkInTexas.com</li> <li>✓ Helpful Internet sites with job postings or other career advice</li> <li>✓ Resume software</li> </ul> </li> <li>• Helps customer to update resume</li> <li>• Helps in finding labor market information and other library research</li> <li>• Provides requested forms including the following:               <ul style="list-style-type: none"> <li>✓ Pell Applications</li> <li>✓ Federal Financial Aid Applications</li> <li>✓ Wage complaints</li> <li>✓ Wage Appeals</li> <li>✓ Workforce Solutions work Application and help needed in completion of it</li> </ul> </li> <li>• Typing test practice - QWIZ or other</li> <li>• Refers to other service provider organizations</li> </ul>

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<b>Employment Counselor</b>	<ul style="list-style-type: none"> <li>• Provides job search assistance by direct referral to a job</li> <li>• Provides career advice and labor market information specific to the customer</li> <li>• Assesses customer's readiness for work and refers to other specialist staff to remove barriers to looking for work or working</li> <li>• Helps in completion of Work Application</li> <li>• Often provides the first service specific to the individual customer. Helps determine which services will help customer to meet employment goals</li> <li>• Provides one-on-one resume assistance</li> <li>• Provides information on a job listing when the customer has received a call in card or telephone message about a specific job</li> <li>• Records information from an employer for a job posting. Usually forwards this information to Employer Services staff for entry into database. May data enter the information</li> <li>• May provide the initial screen for employment need and/or financial eligibility for financial aid</li> <li>• Refers to other service provider organizations</li> </ul>

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<b>Personal Services Representative</b>	<ul style="list-style-type: none"> <li>• Counsels customers to help remove barriers to looking for work or working</li> <li>• Refers customers to licensed counselors when personal problems require intervention</li> <li>• Provides job search assistance by direct referral to a job</li> <li>• Provides career advice and labor market information specific to the customer</li> <li>• Helps in completion of Work Application</li> <li>• Provides information on a job listing when the customer has received a call in card or telephone message about a specific job</li> <li>• Assesses need for financial aid including child care and travel assistance</li> <li>• Assess and discuss need for training and career options connected to the training</li> <li>• Keeps in close touch with the resident customers whose successful job search is the PSR's responsibility</li> <li>• May screen for employment need and/or financial eligibility for Workforce Solutions financial aid</li> <li>• May provide resume assistance</li> <li>• May provide help with work application completion</li> <li>• EITC (Earned income tax credit information)</li> <li>• Refers to other service provider organizations</li> </ul>

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<b>Financial Aid Specialist</b>	<ul style="list-style-type: none"> <li>• Provides information about financial aid available throughout the community to any interested customer</li> <li>• Maintains up-to-date information about available community resources and provides this information to other Workforce Solutions staff</li> <li>• Provides information on education, training and child care vendors</li> <li>• Provides information &amp; applications on education grants including Pell, FASFA</li> <li>• Determines financial eligibility for Workforce Solutions financial aid including child care, travel and training</li> <li>• Knows where specific training is provided and something of the career opportunities the training makes available</li> <li>• Refers to other service provider organizations</li> <li>• May provide resume assistance and help in completion of various application forms</li> <li>• Trade Act Information</li> </ul>
<b>Testing and Assessment Specialist</b>	<ul style="list-style-type: none"> <li>• Administers TABE, CAPS, COPS and COPES and other career oriented tests</li> <li>• Provides the customer an assessment of likely career options based on test results</li> <li>• May discuss with customer the advantages of testing to help make career choices</li> <li>• Refers to other service provider organizations</li> </ul>

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<b>Facilitator</b>	<ul style="list-style-type: none"> <li>• Conducts scheduled workshops some of which provide basic service information and others expanded service information</li> <li>• Provides orientations to groups of customers who need common information including TANF applicants, Food Stamp recipients recruited by Workforce Solutions, ex-felons referred to Workforce Solutions.</li> <li>• Provides resume help</li> <li>• May assist in completion of Work Application</li> <li>• Refers to other service provider organizations</li> </ul>
<b>Business Consultant</b>	<ul style="list-style-type: none"> <li>• Solicits priority employers for service from Workforce Solutions</li> <li>• Collects information on priority employer job postings and the desired qualifications of job candidates</li> <li>• Data enters job postings for priority employers</li> <li>• Provides labor market information to employers and to Workforce Solutions resident services staff</li> <li>• Interviews candidates interested in applying for jobs with priority employers</li> <li>• Makes appointments for interviews for initial qualifications screening for priority employers by the BC and for appointment with the employer</li> </ul>

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<b>Management</b>	<ul style="list-style-type: none"> <li>• Hears and attempts to satisfy customer complaints</li> <li>• Meets new employers who come into the office for service</li> <li>• Talks to vendors interested in doing business with the office</li> <li>• Interacts with community organization with missions that are common to or complement Workforce Solutions mission</li> <li>• Works with government leaders interested in workforce development</li> <li>• Works with H-GAC on plans and implementation of services to resident customers</li> <li>• Refers to other service provider organizations</li> <li>• Speaks to customers asking for someone in management</li> </ul>