



GREETER

POSITION DESCRIPTION

The Greeter is usually the first, and sometimes the only, contact a customer has with Workforce Solutions. The Greeter is the face of Workforce Solutions to many of our customers. She/He welcomes people as they enter the office. She/He listens to understand what each individual wants from us. The Greeter has the first responsibility to get every customer to the resource or staff member who can help that person.

REPORTING REQUIREMENTS

The individual in this position reports to _____ (line supervisor)

RELATIONSHIPS

A Greeter interacts with almost every customer who comes into a Workforce Solutions office. The Greeter works with all staff in a career office.

QUALIFICATIONS

- High school diploma or GED and two years of college coursework OR
 - ✓ High school diploma or GED and two years of customer service where skills learned are transferable to a Greeter position at Workforce Solutions OR
 - Each 6 months of experience substitutes for 15 semester hours of college coursework
 - ✓ Two years of experience working at Workforce Solutions and a recommendation from current or most recent supervisor
- Has knowledge of the workplace, jobs, and requirements for entry into those jobs.
- Is able to listen to customers, analyze expressed needs and use good judgment in suggesting how and who at Workforce Solutions can help
- Uses tact, diplomacy, and persistence in providing suggestions to customers
- Is friendly, courteous and presents herself/himself as a professional
- Is able to deal patiently with problems, complaints – remain courteous when dealing with difficult and angry customers
- Is able to handle effectively situations where a large number of customers want her/his attention at the same time.
- Is flexible and adaptable

- Works well in teams and with resident customers and other staff (flexible, congenial and adaptable)
- Has good communication skills including listening and speaking clearly
- Is able to communicate orally and in writing at a business level

DUTIES AND RESPONSIBILITIES

- Provides a friendly greeting and suggests the best route for a customer to get desired service based on a short conversation with each customer
- Understands entire office operation sufficiently to direct customers appropriately
- May summarize Workforce Solutions services to customers who ask what we do
- Offers work application and encourages it's completion when appropriate
- May check for previous work registration or other service and updates MIS systems
- Provides information about community resources
- May provide job search assistance including direct referral to jobs in Workforce Solutions database
- Records those referrals properly
- Assures that needed materials are available to the public near the office entry

PERFORMANCE EXPECTATIONS

1. Provides good customer service (Use the Greeter Customer Service Observation Form to track this performance expectation)
 - This performance is measured by observation of at least four (4) customer interactions a month noting the following for each observation:
 - The Greeter's appearance, demeanor and actions communicate to Workforce Solutions customers that we are a professional organization able to help residents get a job, keep a job, or get a better job.
 - The Greeter engages each customer in a friendly manner. The Greeter listens to customers' requests for service or information and makes quick assessments of who and what can help meet the requests.
 - The Greeter communicates correctly and clearly how Workforce Solutions can help. The Greeter tells the customer the next step for that customer.

The three (3) areas above are acceptable or not acceptable during each of four (4) customer interactions observed each month (see observation form). This is 12 areas of observation marked as acceptable or not during the month. Performance ratings from the areas observed follow:

- ✓ Outstanding - Exceeds performance expectation – 95% to 100% of interactions meet expectations. (*Example: During the year the observer marks 3 areas as acceptable, or not, during each of 48 observations for a possible total of 144 noted observations. 95% - 136 areas marked acceptable - is an outstanding rating.*)

- ✓ Proficient - Meets performance expectation – 85% to 94% or interactions meet expectations.
 - ✓ Unacceptable - Does not meet performance expectation – 84% or below of interactions meet expectations.
2. Administers the Work Application correctly by offering it, helping to create a new application if the customer needs that help, or updating an application in the database
 3. Materials and supplies are available and neatly arranged.
 4. The career office meets the customer satisfaction standard as measured by the Board’s semi-annual resident customer satisfaction survey.

Performance Expectations for Greeters with at least two years experience as a Greeter who have scored 100% on the last two month’s observations

Tenured staff that consistently performs at a high level may not need supervisory observations as frequently as others may. When an employee has

- two years experience as a Workforce Solutions Greeter and
- has scored 100% on the last two months observations,

the supervisor may decide to record only one customer interaction each quarter. Observations once a quarter will continue unless the Greeter falls below the outstanding level on her/his annual review. If the tenured Greeter does not rate as Outstanding on the annual review, the supervisor will resume recording four (4) observations a month. If, at any time during the review period, the Greeter’s performance is unacceptable, the supervisor will begin to record four (4) observations each month.

- ✓ Outstanding - Exceeds performance expectation – 95% to 100% of observed interactions meet expectations
- ✓ Proficient - Meets performance expectation – 85% to 94% of observed interactions meet expectations.
- ✓ Unacceptable – Fewer than 85% of observed interactions meet expectations.

Overall Performance Rating

Outstanding – Rated outstanding on at least two (2) performance expectations and not unacceptable on the others

Proficient – Not rated either Outstanding or Unacceptable

Unacceptable – Rated unacceptable in any one of the first three performance expectations.