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**Job Description:**  
**Employment Resource  
Centre Specialist**

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Ontario Network of Employment Skills  
Training Projects (ONESTEP)



## **Employment Resource Centre Specialist**

### **How to Use This Tool:**

This tool is not intended to be used in its entirety. Rather, its purpose is to provide a framework for developing a job description that is customized to the unique needs of your organization. As you review the tool, select only those functions / requirements / competencies / skills and abilities that are relevant to the particular position you are reviewing, keeping in mind the position as it actually exists in your organization.

This document includes descriptors for creating a job description.

### **Possible uses for this tool:**

You may find this tool useful when:

- Creating a job description
- Recruiting, interviewing and hiring new candidates
- Appraising the performance of employees
- Identifying staff training and development needs

**JOB DESCRIPTION:** Employment Resource Centre Specialist

**Job Summary**

The Employment Resource Centre Specialist's main goal is to ensure clients have safe and efficient access to resources that aid in their transition back to the labour market. A customer service philosophy is paramount, and the ability to deal effectively in a fast-paced work environment is essential.

**Essential Job Functions:**

- Keep job postings current.
- Provide information to clients.
- Manage community partner referrals.
- Conduct community agency visits to gather and provide information about program(s).
- Manage resource centre inventory (e.g., newspapers, books, magazines).
- Keep current with latest community and career development resources.
- Book appointments.
- Help clients through the resumé creation process (i.e., typing and formatting, editing, developing).
- Develop and maintain an information resource database.
- Photocopy, scan and fax client documents.
- Facilitate basic computer training for clients.
- Manually collect statistics (i.e., number of workshops, visits, resumé, referrals).
- Troubleshoot and maintain resource centre equipment (e.g., photocopier and printer jams).
- Assist clients in filling out applications (e.g., employment, E.I.).
- Be available to clients throughout the centre's operating hours.
- Interact with resource centre team, attend staff meetings and case conferences.
- Periodically conduct follow-up calls with clients.
- Greet people and maintain a welcoming environment.
- Keep current on latest labour market trends and share with clients.
- Maintain resource library and file system.
- Follow code of conduct and enforce safety policies.
- Monitor resources centre usage (e.g., computers).
- Maintain client confidentiality.
- Manage resource usage by clients (e.g., number of photocopies).
- Manage database of client resumé.
- Other agency-specific requirements as deemed necessary.

**Education Requirements:**

- Post-secondary degree/diploma in a related field (e.g., career development, employment counselling, psychology, social work)

**Training Requirements:**

- Life Skills
- Safe Talk
- Health and Safety
- Mental Health Training
- National Occupational Classification (NOC) Knowledge

**Additional Knowledge Requirements**

- Customer service
- Community involvement
- Working with computers
- Career Development