



Resource Room

OPERATIONS

MANUAL

Table of Contents

SECTION 1

Front Desk Duties

- Roles and Responsibilities of Front Desk Staff
- Welcome Customers
- Procedure For Processing Customer's Visits
- Procedure For Processing On-Site Partner's Visitors
- Procedure For Sign-In Sheet
- Procedure For Training Request
- Procedures For Office Equipment/Answering the phone
- In Case of Emergency
- Breaks

SECTION 2

Navigator Duties

- Roles and Responsibilities of Navigators
- Navigator Responsibilities in Assisting Customers
- Referrals/IRD

SECTION 3

Employee Events

- Employer Hiring Events Process
- Job Fair Process

SECTION 4

ADA and EEOC Compliance

- Individuals with Wheelchairs
- Visually Impaired Individuals

SECTION 5

Safety Protocols

- Safety Protocol
- Escalation
- Banning Policy
- Blocking websites/social media

SECTION 6
Attachments

SECTION 7
Definition of Terms

SECTION 1

Front Desk Job Duties

ROLES AND RESPONSIBILITIES OF FRONT DESK STAFF

1. Cordially greet customers upon entering the American Job Center.
2. Ensure that the customer's sign-in sheets are filled in correctly.
3. Answer the phone professionally, transfer calls to staff, notify staff when their appointments arrive, and provide clear answers to customer's inquiries.
4. Be able to work in a fast paced business with staff and customers who request assistance.
5. Basic computer skills of logging on with appropriate password, know how to fax information, do data entry, and know Microsoft Word and Excel. Possess troubleshooting skills to assist customers.
6. Attend to the copier ensuring there is paper in the trays at all times, pulling printouts and getting to correct individuals, make copies requested by resource room customers, ensure paper in fax machine, help individuals who need assistance with faxing.
7. Manage time wisely to ensure all customers are treated equally, respectfully and provided with good service.
8. Candidates must be able to remain calm and patient despite customer frustrations due to lack of computer skills, English language skills and Unemployment Insurance issues, etc.
9. Know how to use the "Complete Guide to Human Services Resources". A copy of the complete guide is always available at the front desk.
10. If scheduled at the end of the day, assist staff in sanitizing the Resource Room; clean each computer station with anti-bacterial disinfectant wiping off mouse, keyboards, work desk and chair arms.
11. Appropriate dress (business casual) is required when acting as a receptionist at the front desk.
12. Front desk should always be clean and organized. No food is allowed in the Resource Room by staff or participants

WELCOME CUSTOMERS

Welcome each individual as they enter the door and ask how we can help them.

PROCEDURE FOR PROCESSING CUSTOMER'S VISIT

Ask the customer the reason for the visit and follow the procedure as outlined. Reasons could include the following:

1. Job Search
 - Sign-in
 - Invite to use computer

2. Unemployment Insurance
 - Sign-in
 - Invite to use computer
3. An appointment with WIOA case manager
 - Sign-in
 - Check appointment book
 - Email WIOA case manager
4. Youth Classroom
 - Sign-in
 - If the youth arrives early, ask them to take a seat and wait till the scheduled class time (see Classroom Hours flier).
 - When it is the scheduled class time they may proceed to classroom
5. Department of Labor workshop (NE RES)
 - Direct them to Suite 222
6. Use the phone
 - Sign-in
 - Direct them to the phone
 - Explain that the phone is to be used for employment related activities
 - Explain that the black phone requires dialing 9 to get an outside line
 -

PROCEDURE FOR PROCESSING ON-SITE PARTNER'S VISITORS

1. Job Outfitters
 - Sign-in
 - Direct them to the Job Outfitter's room conference room or wait if the attendant is with another client
2. Vocational Rehab
 - Sign-in
 - Call 1-1652 if Monday, otherwise request assistance from Navigator
3. Visitor meeting with a staff member other than a case manager
 - Confirm by looking in the appointment book. If nothing is scheduled proceed to the following.
 - Call or email the staff member as indicated on the contact sheet.

4. Employer

- Employer visit – call Office Specialist, if not available call the following:
 - i. Manager
 - ii. Financial Aide

5. Other

- Other visitors or calls not related to the above numbers 1–4 call in the following order:
 - i. Manager
 - ii. Financial Aide
 - iii. Office Specialist

PROCEDURES FOR SIGN IN SHEET

Ensure all who enter the American Job Center sign-in and complete the sign-in process completely, filling in all applicable fields.

As individuals fill out the sign-in sheet, assist them so they understand what is required and check to ensure that all relevant questions have been answered. Ensure that they've selected the correct fields (i.e. if they are here for an appointment or for Job Outfitters). Be sure they write in the last 4 digits of their Social Security number.

If individual has signed in once during the day, it is not necessary to sign in again.

After they sign in, ask:

- Have they been here before?
- Do they have the website card with their user name and password? If not, create a card for them by looking them up in NEworks following the procedure below. .
- Give them a number to assign a computer. Inform them to select the computer their number corresponds to and that a navigator is available for assistance, if needed.
- If the customer doesn't have their user name and password card and follow the process listed below.

LOOKING UP THE USERNAME IN NETWORKS

- Go to NEworks, click on Assist an individual, put the cursor in the SSN field and have them enter their full SSN on the keypad, no dashes.
- If they come up in the system, write down their user name on the website card and hand it to them. Let them know that they can change their password from the log-in page of NEworks. A navigator can assist them if necessary.
- If they don't come up in the system, it may be they have mis-keyed their SSN. Ask them to try again.
- If they still don't come up in the system, inform them that to apply for jobs in NEworks or file for Unemployment Insurance they must register in the system. A navigator is available to assist them with that process.

- If the individual indicates they are under the age of 25, let them know that they may be eligible for the youth program and hand them a YESS (Youth Employment and Support Services) brochure.
- If all computers are in use Veteran's Priority must be invoked when creating the computer wait list.
- All sign-in sheets will be archived in the folder labeled "Sign-in Sheets" at the front desk.

PROCEDURES FOR TRAINING REQUESTS

If an individual asks the front desk staff about job training opportunities the following should happen:

- Staff should give the individual the yellow half sheet
- The individual should be instructed to call the appointment line (402-441-7111) if they are interested in training. Let them know that they may need to leave a voicemail with their name and phone number.

If the individual asks to speak to someone about the program the following should happen:

- If the individual is 25 years of age or older send an email to both Adult/Dislocated Worker case managers. Make sure the individual's name is included in the email
- If the individual is under the age of 25 send an email to the youth case managers. Make sure the individual's name is included in the subject line of the email
- CC the email to the Manager, Office Specialist and Financial Aide.
- The Adult/Dislocated Worker case managers or the Youth case managers should immediately respond to the email if they can or cannot attend to the individual at that time
- If the case managers do not respond or indicate they don't have time to see the individual, the Manager, Office Specialist, or Financial Aide will respond to the email and attend to the individual

PROCEDURES FOR OFFICE EQUIPMENT/ANSWERING THE PHONE

Answering the Phone

Always answer the phone by saying " American Job Center, this is YOUR NAME, how can I help you?"

Track the call information on the Call Log Form (digital copy of this form is located on the F:/WorkForce/Private/Shared Info/Resource Room/AJC front Desk forms/Call log – front desk.xls

- a. Date
- b. Time
- c. Subject of Call (Check the column that applies)
- d. Zip code/Location
- e. Initials of Assistant

Calls should be directed to a Navigator. If the Navigators are busy or the questions are outside of the receptionist's responsibility, take the contact information of the caller. Give the message to the following in the order listed:

1. Office Specialist
2. Manager
3. Financial Aide

See Section 6 – Attachment XX – Call Log Form

Front Desk staff are responsible for directing the flow of calls coming into the AJC. Front Desk staff may answer questions such as the following:

- a. Operating hours and location of the AJC
- b. Location of onsite partners

Copies/Print-outs

- a. There is a 10 page limit (front and back) for people utilizing the resource room
- b. It is the receptionist's responsibility to hand the print-outs to our customers
- c. Customers must not enter the area between the front desk and the dividing wall to retrieve their own print-outs
- d. If problems arise in the use of the copy machine, call the Office Specialist for assistance

Fax

The receptionist should become familiar with the operation of the Fax machine in order to assist customers with faxing their documents.

- a. It is **not** necessary to enter "9" for an outside line
- b. Note the phone number you are faxing to, it may require a "1" if it is a long distance number
- c. It may be necessary to push the "Energy Saver" button to wake up the machine
- d. The Fax machine manual is located on the F:\WorkForce\Private\Shared Info\Resource Room\AJC front desk forms, however, if problems arise in the use of the fax machine call the Office Specialist for assistance

Headphones

Individuals may borrow headphone sets provided they turn over their driver's license or state ID to the front desk while they are in use.

If the individual does not have any form of ID or refuses to give it to the front desk – call the Office Specialist.

SECTION 2

Navigator Duties

ROLES AND RESPONSIBILITIES OF NAVIGATORS

Navigator's Role and Responsibilities Include:

- Cordially greet clients upon entering the American Job Center.
- Ensure that the client's sign-in sheets are filled in correctly.
- Answer the phone professionally, transfer calls to staff, notify staff when their appointments arrive, and provide clear answers to client's inquiries.
- Assist clients in registering for NETWORKS. Be able to assist clients in creating resumes, cover letters, and job applications.
- Assist clients in downloading resume and saving to the desktop for upload to employer applications.
- Assist clients in searching for various types of jobs using NETWORKS, or other job sites, and be able to understand the employer's applications requirements.
- Assist clients with the basic steps in filling their Unemployment Insurance weekly benefit claims without suggesting or providing advice concerning their claim. Know when a client needs to be referred to an Unemployment Claim Specialist for direction and additional Information regarding their claim.
- Know how to use the Lancaster County Resource Guide. A copy of the complete guide is always available at the front desk.
- Navigators must be able to remain calm and patient despite customer frustrations due to lack of computer skills, English language skills, UI issues, etc.
- Attend to the copier ensuring there is paper in the trays at all times, pulling printouts and getting to correct individuals, make copies requested by resource room clients, ensure paper is loaded in the fax machine and assist individuals to fax documents.
- Manage time wisely to ensure all clients are treated equally, respectfully, and provided with good service.
- Assist clients with how to download information, copy and paste, and print. Have good writing skills that are legible for reading. Know how to read information correctly to the customer who may not know how to read English sufficiently.
- Candidate must remain vigilant to ensure customers are using the computers for job related tasks.
- Appropriate dress (business casual) is required when acting as receptionist at the front desk or Navigator.
- At the end of the day, assist in sanitizing the Resource Room; clean each computer station with anti-bacterial disinfectant wiping off mouse, keyboards, work desk and chair arms.

NAVIGATOR RESPONSIBILITIES IN ASSISTING CUSTOMERS

INITIAL REFERRAL DOCUMENT:

- While working with clients, offer the IRD (Initial Referral Document) to provide the opportunity for a referral to be made to other agencies or services.
- When the IRD is completed by filling out the front side, a navigator should review it with the individual to discuss the referral options on the back to learn which, if any, referral they would like to have made and circle those.
- Make a copy of the backside for the individual so they have the contact information of the various entities.
- Enter the referral in NETWORKS

NETWORKS:

- Create user name and password
- Register
- Job Search
- Create a resume in Resume Builder

FILING FOR UNEMPLOYMENT INSURANCE:

- Register in NEworks
- Assist with making a resume
- File a New Unemployment Claim
- Reopen Unemployment Insurance Claim
- Check on Payment information
- Job Search requirements
- Filing a Weekly Claim

DIRECT UNEMPLOYMENT INSURANCE ASSISTANCE

- If an individual encounters problems while filing their UI claim that the Navigator cannot resolve the individual will be relocated to the State UI computer and phone station. This will enable the individual to work directly with UI.
- If the individual has a question regarding their UI claim they will be directed to the UI computer/phone station.
- If the station is in use a wait list will be invoked. Priority will be given to Veterans.

ASSESSMENTS

Navigators are able to refer customers to a number of different assessment tools to help in their career exploration.

1. KUDER – access code is available at the front desk for the Journey Assessment
2. O'NET - <https://www.onetcenter.org>

3. NWorks Self Assessment Profile

SECTION 3

Employer Events

HIRING EVENTS PROCESS

The following is the Employee Hiring Events Process normally handled by the Office Specialist:

- Receive a call, referral or visit from an employer
- Give them Office Specialist business card or contact information if by phone or email
- Send them a copy of the Agreement form (form #1)
 - After receiving Agreement form, ensure all questions are answered in order to successfully promote the event
- Establish date(s) for event(s)
- Reserve the room (either Monet or Picasso) for the hiring event, checking to be sure either room has not been reserved.
- Office Specialist requests a flier from the employer in order to promote the event in the AJC resource room and to share with partner agencies through use of the Job Fair email contact list.
- On the day of the event put the employer's flier on the white board in the hall
- Create a sign-in sheet with the business name and the date of the hiring event to track those who visit with the employer and give to the employer. Any individuals who talk to the employer must sign the sign-in sheet. After the event the sign-in sheet will be filed with the front desk sign-in sheets to be counted in the monthly resource room report.

See Section 6 – Attachment XX - Hiring Event Agreement Request Form

SECTION 4

ADA and EEOC Compliance

SERVING INDIVIDUALS IN WHEEL CHAIRS

When a person in a wheel chair comes into American Job Center resource room and is unable to reach the sign in sheet you have one of two options:

1. Have them sign in at the middle section of the front desk that has a lower counter.
2. Escort them to a computer workstation, take the sign-in sheet with you, remove the chair at the workstation and let them sign in at the work station. After they have signed in, take the sign-in sheet back to the front desk.

Keep aisles free of chairs, backpacks or personal possessions to ensure clear walkways for easy navigation for those in wheelchairs.

Be sure to treat them with the same courtesy as you would have for any person using our facility.

SERVING VISUALLY IMPAIRED INDIVIDUALS

When a visually impaired person comes into American Job Center:

- Invite those who are visually impaired to use workstation #5 which is equipped with a monitor and overhead projector that will magnify print materials, Zoom Text that will magnify websites and Jaws software that will convert the text to speech.
 - Offer headphones if Jaws is utilized so it does not disturb other clients.
 - Be sure to get a Driver's License or State ID to hold while the headphones are being used.
 - Navigator should be familiar with this station in order to assist those who may need it.

Be sure to treat them with the courtesy you would have for any person using our facility.

PROCEDURE FOR EQUAL OPPORTUNITY

Labor Law & EEOC posters are prominently displayed in the Resource Room to inform visitors of their rights

- Process and forms are available to instruct individuals how to file a claim or grievance.

See Section 6 – Attachment xx - Policy

Attachment xx - Grievance form

SECTION 5

Safety Protocol

SAFTEY PROTOCOL

If a customer become agitated or frustrated:

- Stop the process to empathize with them that this is a difficult process and recommend that they take a few minutes before they resume the application process.
- If you aren't able to calm them or answer their question to their satisfaction:
 1. Call the Manager to ask for assistance.
 2. If the Manager is not available call staff in the following order:
 - i. Financial Aide
 - ii. Office Specialist

ESCLATION

If the customer escalates and you fear for your safety or the safety of others: CALL 911.

BANNING POLICY

The American Job Center has a Banning Policy that may be utilized if individuals refuse to abide by the rules. The Ban Form must be filled out by a Navigator and presented to the Manager for approval in order for the Ban to take effect.

Those individuals who have been banned must be entered in the Banned List. A hard copy can be found in the back of the Appointment binder and the path to find the digital document is found on the bottom of the printed spreadsheet. Receptionists should familiarize themselves with this list so they may recognize those who have been banned if they attempt to utilize the resource room.

Please note that not all individuals are permanently banned. The Banned List will show the end date of an individual's ban.

See Section 6 – Attachment XX – Ban Policy and Form

EMERGENCY PROCEDURES

Severe Weather or Tornado

In case of severe weather or tornado follow the directions for shelter in the SCC building map.

In case of a tornado or severe storm warning, the Navigators should direct visitors in the resource room to the stairway down to the first floor. The manager, Financial Aide and/or Office Specialist will follow behind to ensure that all have left the room and lock the door.

See Section 6 - Attachment XX for a map of the SCC building indicating safe Tornado areas.

Aisles in the resource room must be kept clear of chairs, backpacks or personal possessions in case an emergency necessitates quick exit of the room.

See Section 6 - Attachment XX for a complete list of Emergency Procedures

SECTION 6

ATTACHMENTS

SECTION 7

DEFINITION OF TERMS

DEFINITION OF TERMS

Access

- (1) Having a program staff member physically present at the one-stop center;
- (2) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- (3) Making available a direct linkage through technology to program staff who can provide meaningful information or services.

Direct Linkage

- (i) A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.
- (ii) A “direct linkage” cannot exclusively be providing a phone number or computer Web site or providing information, pamphlets, or materials.