

**ARIZONA@WORK - YUMA COUNTY  
YUMA PRIVATE INDUSTRY COUNCIL  
POSITION DESCRIPTION**

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Title: Resource Clerk Bilingual (**English and Spanish**)

Reports to: Employment Outreach Coordinator

Classification: Non-Exempt

Revision Date: February 18, 2021

Salary: \$15.18

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The Yuma Private Industry Council is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability status, protected veteran status, or any other characteristic protected by law.

### **SUMMARY**

The Resource Clerk is responsible for providing support functions in the Somerton Resource Center (located in Somerton, AZ) and the San Luis Business Center (located in San Luis, AZ). The San Luis Center primarily serves the employer/business community; the Somerton Resource Center primarily serves adults, youth, and Dislocated Workers seeking training and employment opportunities.

This position is responsible for providing friendly and professional customer service and must maintain a professional appearance (including business attire) at all times. The incumbent must have excellent communication skills in English and Spanish; must be able to work with minimum supervision. Must have reliable transportation.

**Below is the framework of the essential duties assigned to this position; however, please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.**

### **PRIMARY/ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **1. Coordination of Events/Schedules.**

##### Supporting Skills

- Provide a welcoming atmosphere to all internal and external customers.
- Assist with scheduling workshops, various appointments.
- Maintain calendars for staff and stay abreast of any changes in schedules.
- Effectively provide support and assistance to staff.
- Coordinate space availability of hoteling stations.

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- Ensure completion of satisfaction surveys for each client that visits the center.
- Document guidance and findings accurately through memos and/or e-mails within a professional manner.

**2. Collect and Distribute Mail.**

Supporting Skills

- Perform required procedures, including sorting, date stamping, and distributing incoming mail.
- Ensure timely completion of documentation and data entry.
- Verify data comparison and accuracy of data.

**3. Assist Staff with Various Tasks and Duties as Assigned.**

Supporting Skills

- Master the use of mandated state/grant funded database systems such as Arizona Job Connection (AJC); Client Referral System (CRS); Integrated Service Delivery System ISDS), etc.
- Perform data entry (enter various client information as needed).
- Run reports to check against client files to ensure accuracy.
- As required, maintain up to date, accurate required monthly reports for various departments.
- Run queries/reports as needed.
- Other duties as assigned.

**CORPORATE VALUES**

**Integrity:**

- Be a responsible corporate citizen committed to the health & safety of others, compliance with laws, regulations, and company policies;
- Behave in a businesslike manner demonstrating mature, professional actions;
- Be fair, honest, trustworthy, respectful and ethical in all engagements;
- Honor all commitments;
- Be accountable for all actions, success and failures.

**Teamwork:**

- Be committed to the common goal;
- Perform tasks in a manner that benefits the entire organization;
- Openly communicate up, down, and across the organization;
- Value the diversity of our workforce;
- Show willingness to make adjustment in schedules, and maintain openness to others' ideas of working approaches.

**Performance/Initiative:**

- Focus on what is important, perform careful and thorough work;

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- Establish and communicate clear expectations;
- Relentlessly pursue success;
- Strive for flawless execution;
- Work hard, celebrate successes and learn from failures;
- Remain flexible, adapt to change and balance multiple priorities;
- Continuously look for ways to improve self, services and processes;
- Technical and Job knowledge; how well you demonstrate the understanding, knowledge and technical skills required for your job.

**Learning:**

- Commit to develop and improve throughout your career;
- Actively seek ways to build upon your capabilities;
- Learn from sharing past decisions and actions both good and bad to continuously improve performance;
- Demonstrate a willingness to use new and different approaches in completing tasks and offer resourceful solutions;
- Use creativity and imagination to develop new ideas and approaches;
- Improve by benchmarking and adopting best practices.

**Corporate Level Contribution:**

- Perform tasks in a manner that benefits the entire organization;
- Seek to consistently improve quantity, quality, accuracy and efficiency;
- Look for small improvements as well as major improvements;
- Identify and eliminate unnecessary work and non-value added activities;
- Optimize time and resources;
- Teamwork: how well you work with others and fit into the corporate culture.

**Customer Service:**

- Anticipate the needs of those served, and demonstrate true caring;
- Deliver the very best every day to make a difference;
- Continuously look for ways to improve self, services and processes;
- Demonstrate a positive attitude;
- Make and cheerfully spend time to consistently exceed clients' and colleagues' expectations;
- Show humility for the role played in the lives of others;
- Respect co-workers (by being on time, not using sarcasm, etc.), and appreciate similarities & differences of each employee.

**CORE SKILLS**

**Language:**

- Communicating: Communicating with others to convey information effectively.
- Comprehension: The ability to understand information and ideas presented (respond effectively to the most sensitive inquiries or complaints, effectively present information

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and/or respond to questions from groups of managers, clients, employers, customers, elected officials, and the general public).

- Speech Recognition: ability to identify and understand the speech of another person.
- Writing: **The ability of communicating effectively in writing as appropriate for the needs of the audience.**
- Written Comprehension: ability to read and understand information and ideas presented in writing.

**Mathematics:**

- Add, subtract, multiply, and divide using whole numbers, common fractions, and decimals.
- Compute rates and percentages.

**Reasoning:**

- Problem Sensitivity: ability to tell when something is wrong or is likely to go wrong (does not involve solving the problem, only recognizing there is a problem).
- Deductive Reasoning: ability to apply general rules to specific problems to produce answers that make sense (solves practical problems, collect data, establish facts, and draw valid conclusions).
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Critical Thinking: The use of logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Interpret a variety of technical instructions.

**Technology:**

- Demonstrate computer/software proficiency including but not limited to Microsoft Word, Microsoft Excel, Outlook, Internet usage, etc.

**Socioeconomic:**

- Maintain an awareness of socioeconomic factors bearing on unemployment, local labor community problems, and/or resources relating to the labor market.

**Supervisory:**

- **Active Learning**: Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Time Management**: Managing one's own time and the time of others.
- **Learning Strategies**: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- This position has no direct supervisory responsibility.

**Interpersonal:**

- **Social Perceptiveness**: Being aware of others' reactions and understanding why they react as they do.
- **Service Orientation**: Actively looking for ways to help people.
- Must possess excellent interpersonal skills.

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- Must demonstrate excellent self-control and confidence during presentations.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Effective communication skills;
- Reach with arms and hands.
- Operate keyboard, mouse, copier, fax and other office equipment.
- Maintain close vision, distance vision, peripheral vision, depth perception, and adjust focus as needed for specific required tasks
- Lift at least 5 – 10 lbs.

**Other:**

- Demonstrate data entry and retrieval skills;
- Demonstrate appropriate interpersonal skills to accomplish tasks;
- **Must possess or be able to obtain a valid Level One Fingerprint Clearance Card;**
- **Must clear a background check with Arizona Department of Child Safety;**
- **Must possess a valid Level One Arizona Driver's License, reliable transportation, and current liability insurance (\$100,000 Person/\$300,000 Accident Bodily Injury and Property Damage for Liability).**
- Must demonstrate the Core Values of the Organization and abide to all YPIC's policies.

**EDUCATION AND EXPERIENCE**

High School Diploma or equivalent is required, and three years of clerical experience in a professional setting. **Must be bilingual (English and Spanish).**

**WORK ENVIRONMENT**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level is usually moderate for an office environment.

**HOW TO APPLY:**

Applications may be downloaded at [www.ypic.com](http://www.ypic.com) **YPIC Careers**; Instructions are listed with the application form. **The application must be received no later than September 19, 2022 at Noon. Resumes are accepted as Attachments ONLY – the application must be complete and signed.**