

Position Title: Job Center Coach

Organization: Fresno County Public Library, Gillis Library 629 W. Dakota, Fresno 93705

Interest Area: Education, Mentoring

Volunteers Needed: 12

Position Overview and Impact: The volunteer job center coach will help individuals looking for jobs use technology and resources available through the library to develop the tools and information needed for the job search

Key Responsibilities:

Help Job Seekers:

- 1) Learn how to use laptop hardware (plugging into power source, cables, using the navigation pad, mouse, etc.)
- 2) Navigate Wifi.
- 3) With software: Finding resume templates on Word and online sources; direct job seekers to tutorials if available.
- 4) With online resources: library web page, JobNow, filling out online applications, creating e-mail address, etc.

Skills:

- Ability to work patiently with people from diverse backgrounds
- Mentor people to be self sufficient and resourceful when seeking a job
- Proficient at multi tasking
 - Assist with tasks for classes i.e. registration, setup and clean up
 - Help job seekers with check out and check in of lap top equipment
 - Monitor laptops are being used for job searching purposes only
 - Reporting usage statistics to librarian
 - Keep print materials in order and marketed. Face out career materials. Advise staff of any materials requested that the Library does not currently own
- Excellent customer service skills
 - Like approaching people at library computers to ask if job search assistance is needed and market the use of job center laptops

Training and Support: Orientation to Volunteer Program and Library Services. Training on the Job Center Resources. Contact with Library staff for support to answer questions, refer to resources, and increase customer service available through the Library

Benefits of Volunteering:

- Leadership role in mentoring individuals searching for a job to,
- Develop communication skills
 - Increase resourcefulness
 - Increase knowledge of library resources

Time Commitment: 2-4 hours per week for 12 months

Responsible To: Gillis Library Staff

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