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## Opening: *Energetic Discovery Resource Center Monitor, Airman & Family Readiness Center*

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**Location:** McChord AFB, WA

**Pay:** \$10.54/Hour

**Hours:** M-F 7:30A-4:30P

**Benefits:** 401K; Flexible Spending; Employee Assistance Program; medical, dental and vision; ineligible for paid holidays and vacation accrual.

**Minimum Requirements:** High School diploma or its equivalent with a minimum of two (2) years experience in the customer service field with an emphasis in employment assistance service delivery; working knowledge of computers, internet search engines and Microsoft Office Applications (Word, Excel, Powerpoint and Outlook); excellent written and oral communication skills; basic knowledge of military protocol, hierarchy, lifestyle demands and Department of Defense civilian grades; reliable vehicle; driver's license; vehicle registration; insurance; valid photo ID; proof of citizenship; and the ability to receive/obtain a Department of Defense (DOD) security clearance; experience or the ability to effectively learn Airman Family Readiness Center and Discovery Resource Center software programs/equipment.

**Who are we?** HPC is one of Southern California's top providers of program management and assistance to disadvantaged people re-entering the workforce. We market positive, punishment-free, motivation-enhancing counseling and advice. Services certified and funded through a wide range of key organizations including the Social Security Administration, the U.S Department of Labor, and the California Department of Corrections. We provide excellent employee opportunities for continued career development and are an equal opportunity employer. Find out more about how the success of our clients is our most important product by going to [www.HPCemployment.org](http://www.HPCemployment.org).

**The position:** The Discovery Resource Center Monitor will monitor the Airman & Family Readiness Center, Discovery Resource Center and provide basic administration support and provide assistance to customers at the McChord Air Force Base. **The ideal applicant** will provide evidence of (1) performing general receptionist duties including, but not limited to: answering phones, taking messages and responding to email / voice messages; (2) following up with employers, spouse employment education programs, job seekers and students to determine employment and education status, quality of referrals, identify hires and non hires; (3) assisting in providing transition assistance for military personnel and Department of Defense civilians and employment assistance for military and Department of Defense spouses and employable family members; (4) assisting customers with services to call / walk-in customers, completing customer intake and determining services desired and refer to appropriate staff; (5) checking all equipment daily and assisting with user-level maintenance; (6) assisting customers with computer and software programs associated with services including Transition Assistance, Employment Assistance, Relocation Assistance, Financial Management, Personal & Family Readiness and Family Life Education; (7) assisting with the set up of classes/workshops and cleaning up after classes/workshops; (8) maintaining office supplies and submitting supply requests; (9) collecting and submitting statistics of resources and customer utilization to management; (10) submitting and acquiring content for monthly reports; (11) ensuring forms provided are complete and accurate and that customers sign in/out and are offered customer service comment cards; (12) monitor customer utilization of resources to ensure customers use the equipment only for approved usage; (13) completing inventory, maintaining, restocking, providing check-in & out of book, DVD & CD and assisting in updating the Library; (14) acquiring and maintaining proficiency in the Air Force Family Integrated Result Statistical Tracking (AFFIRST) system and updating services provided to each customers daily in AFFIRST; (15) maintaining personnel files and confidential information; (16) ensuring the Discovery Resource Center is kept clean, orderly, ensuring trash disposal and helping meet the general safety standards; and (17) completing other trainings and assignments as required.

**To apply:** Request a preliminary application packet from our Human Resource Department. You may contact the Human Resources Dept. at (310) 756-1560. Submit to [resume@hpcemployment.org](mailto:resume@hpcemployment.org) or fax to (310) 756-1562.