

**INTERNAL/EXTERNAL POSTING**

Recruitment Outreach Specialist

**CONTRACT POSITION**

**\$19.00 per hour**

**Upon completion of the contract, may be considered for full time if available.**

Reports to: Director Career Services

**Primary Objective:** The Recruitment Outreach Specialist is responsible for delivering outstanding customer service directly to new, existing, and returning customers. The Recruitment Outreach Specialist will project a professional company image through face-to-face and phone interaction.

**Duties:**

Act as the primary liaison/ point of contact between the Missouri Career Center/Full Employment Council in the resolution of customer service issues at the Missouri Career Center.

Familiar with the Full Employment Council services and program

Familiar with customer services techniques

Respond to customer requests, answer questions, and handle customers in a professional manner working with appropriate staff and providing additional communication and information.

Direct customers/clients to appropriate staff resources and information appropriate to resolve customer concerns.

Assist with the customer service continuous improvement and make recommendations to improve customer service.

Maintain a paper log of customer concerns and assist in the follow-up on customers inquiries not immediately resolved.

Other duties as assigned.

**Knowledge, Skills, and Abilities**

Strong interpersonal, communication and phone skills to support team effort and needs of organization.

Must have good listening skills

Must be able to handle a high volume of calls

Ability to work under pressure and handle multiple tasks.

Ability to maintain confidentiality in regards to the operations of the Missouri Career Center/Full Employment Council

**Qualifications**

High School diploma or equivalent.

2-3 years prior customer service experience.  
Computer skills are essential  
Ability to work in a fast-paced environment.  
Ability to work in a culturally diverse work environment  
Must be able to manage call center volume effectively  
Must have reliable personal transportation and auto insurance  
Must be able to pass a background check

Apply in person at the Full Employment Council/Missouri Career Center, (M-F 8-5)  
Location: 1740 Paseo, KCMO, 64108

Posted

March 21, 2024

Applications accepted until position is filled.

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EOE/AA/MF/V/ADA

E-Verify Employer

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The Full Employment Council is an Equal Opportunity Employer/Program. Auxiliary aids are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment via the Missouri Relay Service at 711.