



## **Program Specialist – Part Time**

### **Workforce Services Division – Job Seeker Services**

**Largo, Maryland**

**Job Summary:** Employ Prince George's (EPG) is seeking a qualified candidate to serve as the **Program Specialist** for EPG's reentry program, Pathways to Success. The Program Specialist will be located at various EPG offices and job centers within the Prince George's County American Job Center Community Network. The Program Specialist will provide administrative support to the staff, management and partners operating the program and the local American Job Centers, while providing intake, job search and case management services to program participants. A primary task of the Program Specialist will be conducting large amounts of data entry on behalf of program. Data entry includes, but isn't limited to, entering services provided to customers, case notes of services rendered, case notes of participant outcomes, entering and/or generating fiscal documents, and entering customer data into multiple databases. Along with data entry, the Program Specialist will assist staff with file management and follow-up of program participants. The Program Specialist will also assist in outreach and recruitment efforts of the Pathways to Success program and other programs and events operated by EPG.

**Key Requirements:** The ideal candidate will have experience multitasking and providing administrative/clerical support in a demand driven environment, while providing a high level of customer service is required. A candidate's computer literacy skills, knowledge of Microsoft Office applications, customer relationship management database experience and their ability to demonstrate the appropriate data entry experience will be assessed. The Program Specialist position requires strong interpersonal skills, telephone etiquette, communication and organizational skills as well. The ability to effectively work in a team environment, provide strong customer service and being punctual while meeting program, position and organizational goals are required core competencies to be successful as the Program Specialist.

**Qualifications:** A High School Diploma or GED. Two (2) years of experience in an administrative or clerical capacity and providing customer service to the public. Preference will be given to candidates that have worked in an environment similar to an American Job Center. Bi-lingual candidates are encouraged to apply.

**How to Apply:** Qualified candidates are encouraged to submit a cover letter, including salary requirements, and resume to [CareerOpportunities@employpg.org](mailto:CareerOpportunities@employpg.org). Cover letters should be addressed to, **ATTN: Human Resources and must include Program Specialist in the subject line of your email.** **EOE/AA employer. NO TELEPHONE CALLS PLEASE**