

Florida Job Order Bulletin Board Print Document

Job Order: **12548898**

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Job Title: **Career Development Technician(Customer Service Specialist)BDM:56:T2**

Type of Job: **Regular**

Job Time Type: **Part Time (Less than 30 Hours)**

Job Description:

Veterans Preference

Description

The Career Development Technician (CDT) position works primarily to provide and direct customer service and support. A significant part of this position's job duties include assisting candidates in completing the Career Success Plan, including verifying activities have been completed and scheduling appointments with the appropriate Career Development Coach. The CDT will assist candidates in accessing and utilizing EFM to complete job search functions. Staff will support candidates in completing a full EFM work registration, assists with creation of virtual recruiter, resumes assistance, accessing LMI. Staff will also support candidates to create email accounts and support UC claimants with their application and/or claiming weeks. This position also supports Welcome Desk activities and tracking of candidate traffic through the KIOSK/VOS Greeter. While working with job candidates, CDTs will provide qualifying and appropriate services including but not limited to resume assistance, labor market information, assessments, interviewing assistance, referral to education, orientation to services, Employ Florida training and support, as well as career counseling. The CDT documents all referrals, services, and follow-up activities in EF in accordance with established Local Operating Procedures.

Essential Job Functions:

- Monitors and coordinates the delivery of customer service.
- Informs candidates of available services in the office.
- Assists candidates to complete required Career Success activities.
- Engages in information exchange ensuring that job candidates are aware of and know how to access the full menu of CareerSource Citrus Levy Marion reemployment services.
- Critiques and reviews job candidate's resumes as necessary.
- Utilizes knowledge of phone, email, and business etiquette to professionally handle all job candidate and business customer service related issues and interactions.
- May schedule candidates for their 1st appointment with the Career Development Coach and/or screen for SBEs and schedule 1st DVOP appointments as applicable.
- Assists candidates in accessing and using LMI, copiers, fax machines, telephones, internet, job search resources, and other tools.
- Informs and refers candidates to appropriate resources including: Workshops, Computer Lab services, Workforce Skills for the 21st Century, Online-Learning in EFM,

Veteran Service, etc.

- Provides and documents a myriad of other Wagner Peyser candidate services in EFM.
- Supports other online partner agencies online web application for DCF, UC, and other duties as assigned.
- Supports the Business Services Team as requested. Attends team meetings and coordinates activities with other staff.
- Provides administrative support including routine administrative duties, special projects, and data analysis projects.
- Participates in special events such as job fairs, onsite recruitment, business events as needed on and offsite.
- Maintains compliance with all personnel procedures.
- Performs other job functions as required

These essential functions are not a complete statement of all duties required. Some marginal functions of the position that are not incidental to the performance of fundamental job duties may be excluded. All duties, responsibilities, and requirements are essential to the job.

Minimum Education and Experience:

- Associate's degree in a related customer service, human resources, staffing, recruiting or related field, with two (2) years' experience in customer service, or an equivalent combination of education, experience, or demonstrated competence.
- One (1) year of professional or nonprofessional experience in dealing with customer service issues and/or call center management.
- Due to the nature of the job, Bilingual preferred but not required.
- Employer conducts drug screen, background and reference check.

Knowledge, Abilities, and Skills:

- Knowledge of Business Community is essential
- Interpersonal, public relations, computer data entry, communication both oral and written, telephone and customer service skills.
- Demonstrated ability to correctly interpret and efficiently implement all applicable CareerSource Citrus Levy Marion policies and procedures.
- Demonstrated ability to meet or exceed established performance goals and monitoring standards.
- Ability to define problems collects data, establish facts, and draw valid conclusions.
- Ability to perform multiple tasks and prioritize workload.
- Time management, oral and written communication and work organization skills.
- Proficiency in computer programs such as Employ Florida Marketplace, MS Word, Excel, Outlook, and other software programs.
- Skill in basic sales techniques.
- Familiarity with all business services

Physical Requirements:

- Acceptable vision and hearing with or without correction

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.

Work Environment:

- Works primarily in an office environment.

Special Requirements:

- Employer conducts to reference, background and drug screening
- Valid Florida Driver's License for required travel.
- Must complete Tier One Training and pass the Tier One Certificate Exam within six (6) months of being hired.

Work Schedule: Part-time days; 24 hours per week *not eligible for benefits

Salary: \$15.00 per hour.

For instructions on how to apply, please click on the green "Apply" button above.

Minimum Age: **NA**

Hiring Requirements: **Drug Testing/Screening, Background Checks, Reference Checks**

Education Level: **High School Diploma or Equivalent**

Requires a Drivers License: **Yes, Operator License**

Minimum Salary: **15.00 Hour**

Maximum Salary: **15.00 Hour**

Pay Comments: **Not Applicable**

Benefits:

Job Application Methods Accepted: **Via Email**

Employer requests only Veterans apply: **None Selected**

Application Comments: **To be considered for this position, email cover letter and resume to cschnettler@careersourceclm.com.**

Employer Information:

CareerSource Citrus Levy Marion

2703 NE 14th Street

Ocala, FL 34470

Contact: **Cira Schnettler**

Phone: **(352) 873-7939 ext 1416**