



POST DATE 2/28/19 – 3/14/19

**JOB OPENING**

Area Community Services Employment & Training Council (ACSET)

**RECORDS SERVICE SPECIALIST**

**Kent County (Business Solutions Department)**

Applications with resumes and cover letters will be accepted through Thursday, March 14, 2019, for the position of Records Service Specialist. This full-time position is in compensation Pay Range D that pays from \$30,201 to \$42,302 annually, plus fringe benefits. Starting salary is commensurate with qualifications and experience.

Candidates for this position **MUST COMPLETE AN APPLICATION.**

Applications are available online at: <http://www.westmiworks.org/join-the-wmw-team/>

Or you may obtain an application at the ACSET Main Office:  
Area Community Services Employment and Training Council (ACSET)

Human Resource Department

1550 Leonard NE

Grand Rapids, MI 49505

**Applications with resumes, cover letters and EEO forms should be submitted to:**

Laura Krist

recruiting@westmiworks.org

1550 Leonard NE

Grand Rapids, MI 49505

**Application packets must be received no later than  
5:00pm on Thursday, March 14, 2019.**

ACSET OVERVIEW: ACSET is the administrative and fiscal agent for the Michigan Works! Agency of Allegan, Barry, Ionia, Kent, Montcalm, Muskegon and Ottawa Counties. West Michigan Works! mission is to lead workforce development strategy and resource alignment in West Michigan by understanding the talent needs of employers and employment needs of job seekers and connecting them to solutions.

**JOB SUMMARY:**

The Records Service specialist performs a variety of administrative duties in support of the organizational programs and employer demand system. Responsibilities include processing of forms and records, entering and reconciling data, creating reports and maintaining records. This position also performs a variety of functions related to obtaining and processing detailed information in support of program activities and/or program participants. Responsibilities are carried out according to established procedures with latitude for initiative and independent judgment.

*West Michigan Works! is a division of ACSET, an equal opportunity employer/program, and a proud partner of the American Job Center network. Auxiliary aids and services are available upon request to individuals with disabilities. TTY 711 supported.*

**DUTIES & RESPONSIBILITIES:**

1. Perform data entry and reconcile results utilizing appropriate reports and database systems.
2. Coordinate and communicate with appropriate staff regarding participant files and data entry.
3. Review support service forms and records for accuracy and internal consistency.
4. Answer telephones, greet the public, provide specialized information in response to specific requests, assist with mailings and perform other receptionist-related duties as appropriate.
5. Assist in the maintenance, ordering and inventory of supplies using agency procedures.
6. Accurately enter participant file information and assigned activities into various data management systems in a timely manner to ensure proper data entry, record keeping and accurate recording of all services provided to participants.
7. Operate a variety of office equipment and accurately maintain large filing system.
8. Prepare and finalize participant files for termination or completion of program participation.
9. Provide administrative support as needed.
10. Actively participate in continuous quality improvement processes.
11. Perform other duties as assigned.

**JOB QUALIFICATIONS:**

1. The job requires knowledge normally acquired through minimum of completion of a general high school education and/or Associate's Degree.
2. At least two years of experience in data entry and file maintenance, or an equivalent combination of training and experience.
3. Ability to prepare routine and special reports as required.
4. Computer and typing skills necessary to effectively utilize word processing, database and spreadsheet software applications and internet.
5. Ability to apply analytical skills in identifying operational problems and offer potential solutions.
6. Basic math skills necessary to make mathematical calculations with speed and accuracy.

7. Interpersonal skills necessary to effectively communicate in both oral and written form with prior experience in public speaking.
8. Communication and organizational skills that contribute to a quality work environment and ability to work as a team.
9. Planning and time management skills with the ability to adapt to changing priorities.
10. Considerable ability to establish and maintain effective working relationships with supervisors, fellow employees, state and local agencies, and the general public.
11. Ability to organize, prioritize, and maintain confidentiality while providing patient, friendly, and participant centered services.
12. Ability to work on multiple projects requiring concentration and attention to detail with frequent disruptions from people, phone calls, etc.
13. Knowledge and experience of proper phone etiquette.
14. Physical ability to frequently sit for extended periods of time and perform repetitive movement associated with data entry.

**WORKING CONDITIONS:**

1. Normal office environment with little discomfort due to noise, dirt, dust and the like.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.