



Position Title: Front Desk On-Demand Trainer	Reports to: Nicole Fish
Department: Continuing Education	FLSA Status: Non Exempt
Classification: Regular Full Time	Benefit Eligible: Yes, Full Time Benefits
SOC Code:	Last Updated:
Location: Keshena Campus	Posting Status: 2nd Posting - Open to All
Grant Funded: Partially Grant Funded	Application Deadline: July 29, 2026 @ 4:30 PM

Position Summary: Brief, general statement of the more important functions and responsibilities of the position.

The Front Desk On-Demand Trainer serves as the welcoming “front door” for the Department of Continuing Education while providing on-demand, drop-in training and technical assistance to community members. This role offers practical support with resume development, job searches, and online applications, basic computer and digital literacy (such as email, document creation, scanning, uploading, and navigating online portals), and general technical troubleshooting related to workforce and training needs. The position is designed as a teach, guide, and support role, helping participants build skills and confidence by coaching them through tasks step-by-step, and promoting independence, rather than completing activities for them. The individual in this role maintains a respectful and confidential environment and helps coordinates walk-in traffic.

Position Responsibilities and Duties:

1. Front Desk Functions

- a. Greet visitors, answer phones, respond to emails, and provide general information about CMN programs/services.
- b. Maintain an organized, welcoming reception/training space and ensure materials are stocked.

2. On-Demand Training & Employment Support

- a. Provide individualized support for:
 - o Resume writing/editing, cover letters, references
 - o Job search strategies and setting up job alerts
 - o Completing online applications (including attachments, assessments, portals)
- b. Support participants in creating/using accounts (email, job boards, training platforms) and managing passwords safely.
- c. Offer short “micro-sessions” (10–30 minutes) and longer scheduled sessions as needed.

3. Digital Literacy & Technical Assistance

- a. Support basic technology skills:

- o Using a computer, keyboarding, and navigating websites
- o Microsoft Office / Google Workspace basics (Docs, email, file sharing)
- o Printing, scanning, copying, saving to USB/cloud, uploading documents
- o Using Zoom/Teams for interviews or training
- b. Troubleshoot common issues (connectivity, logins, attachments, device basics) within scope.
- c. Teach “how to” rather than doing everything for the person, build independence and confidence.
- d. Create/update templates, step-by-step guides, and checklists.

Position Type/Expected Hours of Work:

This is a full-time position. Standard days and hours of work are Monday through Friday, 8:00 a.m. through 4:30 p.m.

Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Education

- a. High School Diploma or GED required.
- b. Associate Degree in Education, Business Administration, Information Technology, Human Services, Workforce Development, or a related field preferred.

2. Experience

- a. Minimum of one (1) year of experience in customer service, administrative support, education, workforce development, employment services, training, or a related field.
- b. Experience assisting individuals with computer use, online applications, resume development, job searches, or digital literacy training preferred.

Certifications and License-

- a. Digital literacy, workforce development, customer service, or Microsoft Office certifications preferred but not required.

Specific Skills

- a.** Ability to effectively communicate with individuals from diverse backgrounds in a professional, respectful, and culturally responsive manner.
- b.** Proficiency with Microsoft Office Suite, Google Workspace, email systems, internet navigation, online applications, printing/scanning, and basic troubleshooting of computer-related issues.
- c.** Ability to teach and coach others through tasks step-by-step, demonstrating patience, strong interpersonal skills, and a commitment to building participant confidence and independence.
- d.** Ability to maintain confidentiality and exercise discretion when handling sensitive personal and employment-related information.
- e.** Strong organizational skills with the ability to manage multiple participants, walk-in traffic, and competing priorities in a fast-paced environment.

- f. Ability to work independently and collaboratively as part of a team.

Personal Traits

- a. Dependability, Attendance and punctuality
- b. Communication Skills
- c. Customer Service to Students, Staff, Vendors and Contractors
- d. Judgement, Decision making and Problem Solving
- e. Innovation (Continuous Process Improvement)
- f. Attitude, Enthusiasm, Cooperation
- g. Managing Change and Adaptability

Supervisory Responsibility:

This position has no supervisory responsibilities.

Physical Demands & Work Environment:

Physical demands are classified as Sedentary - lifting no more than 10 pounds at a time and occasionally lifting or carrying articles like docket files, ledgers, and small tools. Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is

Work Environment:

While performing the duties of this job, the employee regularly works in an office setting. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

-Performs administrative office functions-Constant

-Exposure to office/class room environment- Constant

-Exposure to shop or maintenance environment - Occasionally

Tools & Equipment Used: Office equipment including copy, scan, print, and fax machines, computers, calculators, and telephones.

		1-33%	34-65%	67-100%			1-33%	34-65%	66-100%
		of time	of time	of time			of time	of time	of time
Activity	Never	Occasional	Frequent	Constant	Activity	Never	Occasional	Frequent	Constant
Bend	☐	☒	☐	☐	Lift/Carry				
Squat/Kneel	☐	☒	☐	☐	10 lbs or less	☐	☒	☐	☐
Twist/Turn	☐	☒	☐	☐	11-20 lbs	☒	☐	☐	☐
Climb	☒	☐	☐	☐	21-30 lbs	☒	☐	☐	☐
Crawl	☒	☐	☐	☐	31-50 lbs	☒	☐	☐	☐
Reach	☐	☒	☐	☐	51-75 lbs	☒	☐	☐	☐
Handling/Fingering	☐	☐	☒	☐	76-100 lbs	☒	☐	☐	☐
Grasping	☐	☐	☐	☐	Push / Pull				
Repetitive Motion	☐	☐	☐	☒	12 lbs or less	☐	☒	☐	☐
Stand	☐	☐	☐	☐	13-25 lbs	☒	☐	☐	☐
Walk	☐	☐	☐	☐	26-40 lbs	☒	☐	☐	☐
Sit	☐	☐	☐	☐	41-70 lbs	☒	☐	☐	☐
Special Activities					71-100 lbs	☒	☐	☐	☐
Hand Control-L&R	☐	☐	☒	☐	Tools				
Foot Control-L&R	☐	☒	☐	☐	Small Hand	☒	☐	☐	☐
Type/Keyboard	☐	☐	☒	☐	Power	☒	☐	☐	☐
	☐	☐	☐	☐	Drivers	☒	☐	☐	☐
	☐	☐	☐	☐	Forceful Grip	☒	☐	☐	☐

I have read and understand the expectations and physical requirements of this job description.

Print Name: _____

Date: _____

Signature

The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position.