

Ashland Resource Room Assistant Manual

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Introduction

Welcome to the Resource Room Assistant Guide!

Welcome to the **Kentucky Career Center (KCC)** team! This guide was created to support you in your role as a **Resource Room Assistant** and to ensure that you have quick access to essential information, procedures, and contacts as you assist job seekers and staff in your center.

Whether you're new to the role or simply need a refresher, this guide provides a reliable reference to help you stay organized, confident, and informed.

Purpose of this Guide

This guide is designed to:

- Provide quick reference instructions for daily tasks and systems
- Equip you with resources to assist customers efficiently
- Clarify emergency protocols and office layout
- Serve as a go-to for contacts, links, and office support

Your Role as a Resource Room Assistant

As a Resource Room Assistant, you are often the first point of contact for clients. Your responsibilities may include:

- Greeting and assisting customers
- Helping with job search tools (computers, applications, resumes)
- Guiding clients through ID.me and other portals
- Ensuring the space is safe, welcoming, and accessible
- Communicating needs and issues to the appropriate staff

You are a key player in creating a professional and supportive environment that empowers individuals on their career journey.

Daily Opening & Closing Procedures

Opening Procedures

1. Turn on your computer.
2. Ensure all iPads and Resource Room computers are powered on.
3. Sign into the following platforms:
 - Microsoft Teams
 - Greetly
 - Email
 - Call log system
4. Turn on scanner.
5. Unlock doors at 8:00 AM
6. Check and maintain the Career Center job list
 - Send updated list to the Workforce Communications Specialist each Monday.

Closing Procedures

1. Clear Resource Room computers after last customer's use.
2. Spray all Resource Room computer areas with Lysol disinfectant.
3. Sign all customers out of Greetly.
4. Sign out of all programs:
 - Microsoft Teams
 - Greetly
 - Email
 - Call log system
5. Turn off scanner.
6. Lock doors at 4:30 PM

How-To Guide

Customer Sign-In Process

- Greet the customer
- Identify the reason for the visit
 - Employment Services
 - Unemployment Services
 - OVR, WIOA, etc.
- Ask the customer about military services
 - Ask “Have you ever served in the military?”
 - If yes, provide customer with a Veteran Information Form to complete and give to the team member assisting them
 - **Refer to Veteran Priority of Service section on the next page**
- Have the customer sign in
 - Direct them to the Greetly app on the iPad at the front desk
 - Ensure they complete all required fields
- Scan customer’s ID or Driver’s License
 - Use the front desk scanner to scan the document onto your desktop (software may need to be installed)
 - Save or forward document to appropriate team member
- Ask customer to wait
 - Politely direct customer to the waiting area
 - **IF** customer is wanting employment services, provide a master application to be completed while waiting
- Notify the appropriate team member
 - Use Teams chat, in-person notification, or phone if needed
 - Include what the customer is needing service for

Phone Calls

When customers have UI issues, they are referred to the UI Assistance Line **502-564-2900**

To transfer calls to staff members:

1. Select the transfer option
2. Choose the appropriate team member
3. Tap transfer then tap continue

Incoming calls that require a call back should be submitted to the call log. A team member can give you call log access.

Veteran Priority of Service

Veteran Priority of Service ensures that **eligible veterans and eligible spouses** receive priority access to all Department of Labor-funded employment and training services. This means they are served **first or before non-covered individuals** when resources are limited.

To qualify, an individual must be:

- A **veteran** discharged under conditions other than dishonorable, or
- An **eligible spouse** of a veteran who is deceased, missing in action, detained, or totally disabled due to service.

Staff must identify eligible individuals at the point of entry and ensure they are informed of their priority rights and available services.

Specialized Staff for Veterans

Some veterans face significant barriers that make it difficult for them to find suitable employment, especially vets who are transitioning into civilian life. Most offices have specialized staff—all of whom are veterans—who work closely with employers to create more opportunities for veterans and provide the following services to veterans themselves:

- Help developing an employability plan and goals
- Coaching in individual and group settings
- Referrals to supportive services, including vocational rehabilitation, transportation, elder care, food and nutrition services, and non-profit organizations that address homelessness

Customer Surveys

Customer surveys are an important part of improving the services we provide at the Kentucky Career Center. They help us gather feedback on the customer experience, identify areas for improvement, and ensure we are meeting the needs of our community.

Before a customer leaves the center, kindly ask them to complete a short survey at the survey kiosk.

Survey Process:

- Direct the customer to the survey kiosk
- The kiosk requires a login — the password is **1379**.
- Assist the customer if they need help accessing or navigating the survey.

Encourage customers to be honest and thorough in their responses. All feedback is valuable and used to enhance service delivery across our programs.

Creating an ID.me Account & Kiosk Verification

1. Ask the customer if they are ID.me verified
 - Previously verified claimants will need to regain access to their account
 - The account is linked by social security number
 - Explain the purpose of ID.me if they're unfamiliar
 - In Kentucky, ID.me is the official identity verification tool used by the Office of Unemployment Insurance to reduce fraud.
2. Create an account
 - Navigate to: kcc.ky.gov
 - Choose Unemployment Services
 - Choose File a Claim or Request Benefits option
 - Choose File a Claim
 - Select green "Sign in with ID.me" button
 - Enter email address and Captcha
 - Select "Create an ID.me account"
 - Begin entering requested information
3. Begin verification
 - a) IF VERIFIED BY KIOSK:
 - Select in-person verification
 - Confirm personal information
 - Select center location
 - Print QR code provided or take a picture using their phone camera
 - Notify team member that customer is ready for verification
 - b) IF VERIFIED VIA SELF SERVICE:
 - Select self-service verification
 - Confirm personal information
 - Select center location
 - Select document type (driver's license, passport, social security card, etc.)
 - Follow upload instructions
 - Complete facial recognition or Trusted Referee video call if prompted
4. Confirmation
 - Wait for the verification success screen
 - Sign out of ID.me website and sign back in
 - After signing back in, customer will be instructed to choose and answer a security question
 - Customer will create an 8-digit pin that does not start with zero.

Creating folders for Employment and Unemployment Services

1. Access documents:
 - Open the Excel spreadsheet with folder contents for your location:
https://gwadd-my.sharepoint.com/:x:/g/personal/brittany_layne_gwadd_org/Ean-ZRL3FNxPpdu1QAh3XecBR2CcOx607uswVj5A45mnxw?e=YrUITL&xodata=MDV8MDJ8ZmNhdWRpbGwwMDA4QGtjdGNzLmVkdXwzM2Q4MjZiYzEwODQ0MzM1N2JjYTA4ZGRjNTNmZjA2MXxmMmUzMzk1MTFIYzQ0YzcyYjJiZmE0ZjQ2NzFkNjRhZnwwfDB8NjM4ODgzNjAwNTk5MDg1ODY4fFVua25vd258VdGcGJHWnNiM2Q4ZXlKRmJYQjBIVTFoY0draU9uUnlkV1VzSWxZaU9pSXdMakF1TURBd01DSXNJbEFpT2lKWGFxNHpNaUlzSWtGT0lqb2lUV0ZwYkNjC0lsZFVJam95ZlE9PXwwfHx8&sdata=T05VZGJDQWJyZVJhSTkyVEsrUDFkMW9BRW9xRmJkMUUpO3ZTRzN4VE1xQT0%3d – Password: **KCCFolder**
2. Select the appropriate tab at the bottom of the Spreadsheet to access the file you need

Connecting to Guest Wi-Fi

Wi-Fi Network Name (SSID): **ky-guest**

1. Connect to the ky-guest network.
2. When the login screen appears, customers will create an account.
3. Tap Submit or Connect.

You should now be connected to the internet.

Privacy Basics & Professional Boundaries

As a Resource Room Assistant, you are trusted with sensitive information. It's essential to handle all personal data with care and maintain professionalism at all times.

Handling Customer Information

You may access personal details such as:

- Last 4 digits of a customer's Social Security Number
- Email addresses, phone numbers, and home addresses
- ID documents or scanned images
- Job search and employment history

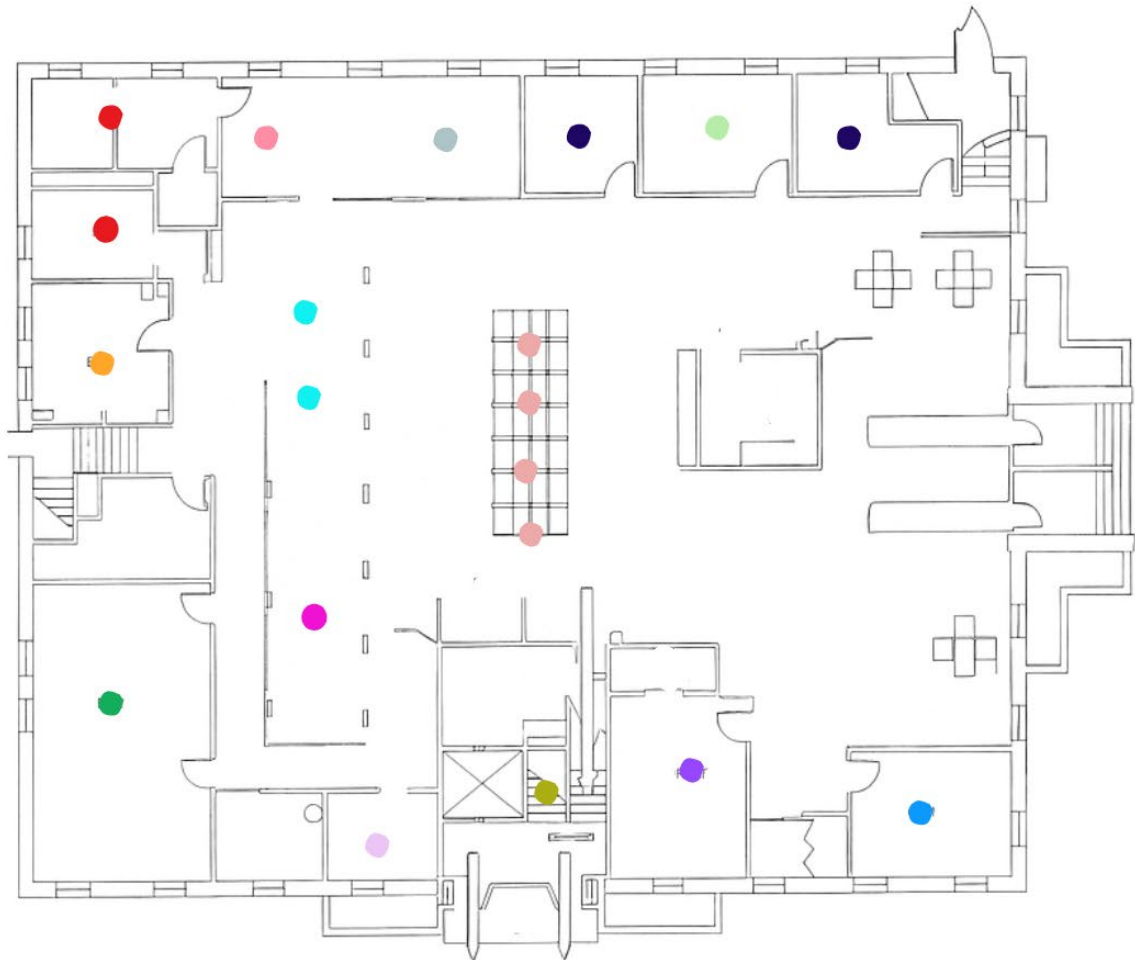
Always follow these privacy practices:

1. Never discuss a customer's information in public areas.
2. Do not leave printed documents or screens unattended.
3. Log out of systems when stepping away from your desk.
4. Shred any documents with sensitive information when no longer needed.
5. Do not share your passwords with anyone.
6. Only access information required to complete your task.

Do Not Offer Unemployment Advice

- You are not authorized to give guidance or make determinations about unemployment claims.
- If a customer has questions about their claim, eligibility, or benefits:
 - Politely explain that you are not permitted to provide that information.
 - Direct them to the appropriate team member or UI contact line.

Ashland Kentucky Career Center Floor Plan



- | | | |
|--------------------|--------------------|---------------------|
| ● Restrooms | ● Supply Room | ● Business Services |
| ● Breakroom | ● Training Room | ● Resource Room |
| ● Conference Room | ● CDO | ● MSU Today's Youth |
| ● OVR Entrance | ● Veteran Services | ● WIOA |
| ● Manager's Office | ● Partner Offices | |

Important Links

- Greetly for sign in purposes: <https://apps.greetly.com> – you may contact Brittany Layne for access
- Job List: <https://tencocareercenter.com/job-postings/>
- Filing and Requesting Benefits: <https://uiclaimsportal.ky.gov>
- Customer Satisfaction Survey: <https://tencocareercenter.com/about-us/customer-satisfaction-survey/>
- Community Resource Map: <https://tencocareercenter.com/about-us/partners/community-resource-map/>
- Kentucky Career Center Locations: <https://kcc.ky.gov/Pages/Locations.aspx>
- Google Calendar: <https://calendar.google.com/calendar/u/0/r?pli=1>
- Documents Spreadsheet: https://gwadd-my.sharepoint.com/:x:/g/personal/brittany_layne_gwadd_org/Ean-ZRL3FNxPpdu1QAh3XecBR2CcOx607uswVj5A45mnxw?e=YrUITL&xodata=MDV8MDJ8ZmNhWdWRpbGwwMDA4QGtdGNzLmVkdXwzM2Q4MjZiYzEwODQ0MzM1N2JjYTA4ZGRjNTNmZjA2MXxmMmUzMzk1MTFlYzQ0YzcyYjZmE0ZjQ2NzFkNjRhZnwwfDB8NjM4ODgzNjAwNTk5MDg1ODY4fFVua25vd258VfdGcGJHWNiM2Q4ZXIKRmJYQjBIVTFoY0draU9uUnlkV1VzSWxZaU9pSXdMakF1TURBd01DSXNjbEFpT2IKWGFxNHpNaUlzSWtGT0lqb2lUV0ZwYkNjc0lsZFVJam95ZlE9PXwwfHx8&sdata=T05VZGJDQWJyZVJhSTkyVEsrUDFkMW9BRW9xRmJkMUUpO3ZTRzN4VE1xQT0%3d – Password: **KCCFolder**
- ID.me Escalations: https://idme.zendesk.com/auth/v2/login/signin?return_to=https%3A%2F%2Fstateescalations.zendesk.com%2Fhc%2Fen-us&theme=hc&locale=en-us&brand_id=1500000303321&auth_origin=1500000303321%2Cfalse%2Ctrue

Assisting Customers with Language Barrier

1. Greet the customer
 - Smile and use gestures or visual aids (if applicable) to indicate that help is coming
 - Avoid raising your voice – speak clearly and calmly
2. Identify the language
 - If unknown, as the Coordinator for assistance verifying the language
 - Use a language ID chart or poster (if available) for the customer to point to their language
3. Call the Interpreter Line
 - Dial 1-866-903-3647
4. Request the language
 - Once connected, tell the operator the language needed
 - Example: “I need a Spanish interpreter.”
5. Provide required details to the operator:
 - Cabinet: Education and Labor Cabinet
 - Department: Department for Workforce Development
 - Your full name
 - Billing Code: Career Development Office – EL13QR
6. Connect the interpreter with the customer
 - Place the phone on speaker (or use dual handset if available)
 - Speak slowly and pause between phrases to allow for interpretation
7. Wrap up and thank the customer
 - Thank the customer and the interpreter for their patience
 - Document the interaction if required by your center

Note: Never turn away or delay services due to a language barrier. Language access is a right, and interpreter services are available to all.

Job Fairs & Hiring Events

When a job fair or hiring event is scheduled in your center:

1. **Prepare the Room/Area**
 - Ensure tables and chairs are clean and arranged.
 - Set out signage and any promotional materials.
 - Confirm technology (laptops, projectors, etc.) is ready.
2. **Sign-In Process**
 - All attendees must sign in using **Greetly**.
 - Select the category: **Job Fair/Hiring Event**.
 - Assist customers with sign-in if needed.
3. **Employer Support**
 - Welcome employers and ask if they need assistance.
 - Offer water or directions to restrooms if appropriate.
4. **After the Event**
 - Tidy up the space.
 - Return any leftover forms or signs to their designated area.

Remember: We create a welcoming and professional environment by protecting customer data, respecting our roles, and providing excellent support during center events.

Teamwork and Collaboration

At the Kentucky Career Center, **teamwork is essential** to our mission. We are all part of a larger system working together to provide high-quality service to our customers and communities. Each person plays a vital role in ensuring a smooth, respectful, and productive environment.

Why Teamwork Matters

- Promotes clear and consistent communication
- Enhances service delivery through shared knowledge and skills
- Encourages mutual respect and understanding
- Creates a positive and supportive workplace

Your Role as a Team Member

- Be dependable and supportive of your coworkers
- Communicate clearly and respectfully
- Stay open to feedback and different perspectives
- Share information and resources that help others succeed

Handling Conflicts Professionally

While occasional disagreements may occur, it's important that all team members handle issues calmly and respectfully.

If a situation arises that you are unable to resolve on your own, or if an **altercation** occurs:

- **Do not engage further.**
- **Report the incident immediately to your supervisor or program manager.**
- All reports will be reviewed and addressed by management in a professional and confidential manner.

Maintaining a culture of collaboration ensures that everyone — staff and customers alike — benefits from a safe, productive, and encouraging environment.