

## **Kathleen Cavanagh 2013-2014**

### **Scope of Work**

1. Utilize EastBay Works (EBW) Online system to scan all client visits accurately tracking organization usage.
2. Assist universal clients with EBW Online registration ensuring all applications are entered correctly.
3. Handle all phone inquiries referring clients to appropriate workforce and unemployment services
4. Assist with job postings.
5. Provide Workforce Investment Act (WIA) case management back up following WIA procedures, filing, and retention follow up calls.
6. Produce monthly calendar and distribute to partner organizations
7. Provide additional administrative assistance as needed.