



Man-Tra-Con Corporation is seeking candidates to fill the following position:

Job Title: Office Support Specialist (GB-071526-01)

Location: Carbondale, Illinois

Salary: \$17.00 to \$18.00 per hour, depending upon experience

Job Summary

Man-Tra-Con is seeking a dedicated and detail-oriented Office Support Specialist to work at their Carbondale office location. The Office Support Specialist provides essential administrative support across Man-Tra-Con's workforce development programs, serving as the first point of contact for participants and visitors. This position maintains efficient office operations, handles day-to-day administrative tasks, and ensures a welcoming environment that supports our mission of connecting people in southern Illinois communities to meaningful employment and economic opportunity.

Why Work at Man-Tra-Con?

Man-Tra-Con has been rooted in southern Illinois for decades, doing work that matters, like helping people find jobs, build skills, and improve their lives. When you join our team, you become part of that mission. Every person who walks through our door is someone's neighbor, and the work we do together has a direct impact on families and communities across the region.

We also understand that work is just one part of life. This is a full-time position working 35 hours per week, Monday through Friday from 8:30 a.m. to 4:30 p.m., with a one-hour lunch. Our benefits package includes:

- 15 paid holidays annually (based on employment status and start date)
- Paid leave accrued at two days per month, plus an additional day per year of service
- Blue Cross Blue Shield health insurance eligibility after 30 days (employee contributes to premium)
- Dental and vision insurance available
- Employer-paid long-term disability and \$50,000 life insurance after 30 days
- Retirement contribution of 7% of earnings by the corporation after 6 months (with a 3-year vesting schedule)
- Optional employee 401(k) participation after 6 months
- Paid bereavement leave

Primary Responsibilities

- **Front Office Management:** Serve as the first point of contact for all visitors; greet walk-ins promptly and professionally, log visitors, assist with participant registration, and maintain a clean, organized, and welcoming office environment, including the reception area and resource room.

- **Communications & Scheduling:** Answer incoming calls, manage transfers and messages, respond to emails and inquiries, direct communications to appropriate staff, and schedule and coordinate appointments.
- **Administrative Support:** Perform day-to-day office functions including filing, scanning, copying, faxing, mail handling, and supply inventory management; make copies of customer documents as part of the intake process; execute daily opening and closing procedures; and draft routine correspondence as needed.
- **Data & Records Management:** Maintain accurate and confidential participant records, enter data into program systems in a timely manner, and support program reporting requirements.
- **Customer & Program Support:** Assist customers in accessing resource room services including computer use, resume development, and job search tools; assist walk-ins with completing basic forms or applications; explain basic program information and partner services; and conduct initial intake screening.
- **Referral & Program Coordination:** Support referral coordination with partner agencies; assist with outreach events and training logistics; and provide general backup support across program functions as needed.

Required Qualifications

- High school diploma or equivalent
- 1+ years of customer service or administrative experience
- Proficiency in Microsoft Office Suite
- Strong organizational and communication skills
- Ability to maintain confidentiality and handle sensitive information
- Professional demeanor and strong interpersonal skills

Preferred Qualifications

- Experience in educational or workforce development settings
- Familiarity with database or case management systems
- Bilingual skills (English/Spanish)
- Knowledge of southern Illinois communities

Work Environment

- Fast-paced office environment with frequent visitor interaction
- Occasional support for evening or weekend program events
- Commitment to creating an inclusive and welcoming environment
- Opportunity to contribute to meaningful workforce development initiatives in southern Illinois

HOW TO APPLY:

To apply for this position, please submit a resume and cover letter to:
TheresaSmith@mantracon.org

DEADLINE TO APPLY: Monday, August 10, 2026, or until position is filled.

**Man-Tra-Con Corporation is a member of the American Job Center network,
and an Illinois workNet Center partner.**

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