

## Job Seeker Success Story

### **Friendly First-Stop at the One-Stop: *Head Clerk a Positive Role Model Who's Come Full Circle***



For most people, coming to their local One-Stop Career Center is not their favorite thing to do. Harvis DeLeon, Workforce Central's Head Clerk in the Worcester office, is shifting this perspective. Harvis is the friendly face—the first stop—at the front desk where he greets customers with an authentic smile and helpful demeanor.

Harvis is known for his positive, empathic, and reassuring tone (whether in English or Spanish) when speaking with our customers. Speaking of customers, he used to be one!

After eight years of retail management in both NYC and northern MA, Harvis moved to Worcester for a new-start. Not knowing anyone in Worcester, he was soon referred to Workforce Central Career Center to get employment and training support. Harvis started at Workforce Central in May of 2013.

When asked what he likes best about his job Harvis reflected, "I get to be that person who talks with people in need. I help them lower their guard so they can get the support and direction they need to move forward. I know the confusion and frustration that people deal with when they find themselves out of work. I enjoy putting a friendly face on Workforce Central Career Center, since that sets the tone for the experience they will have here."

Operation ABLE staff person Peter Friedland, who is supporting the Entrepreneurship Program in Worcester, said recently of Harvis, "I see people feel respected and supported when Harvis speaks with them. Workforce Central's Strategy and Innovation Leader Amy Mosher added, "Harvis is an enormous asset to our organization... And what impeccable staff meeting minutes he takes!"



Born and raised in NYC, Harvis attended Manhattan Village Academy in NYC and QCC in Worcester. His original dream was to become an actor and a record producer. His hobbies are music (very eclectic- Blues, Country, R&B, Hip Hop and Latin) and traveling. When asked how he is happy all of the time, Harvis commented, “I believe it is a conscious choice to be happy each and every day. My whole childhood I saw my mom raise four boys as a single parent—she was a CNA; she baked cakes and sewed dresses just to make ends meet. Seeing her struggle I knew I needed to work hard and help people along the way.”