

INTAKE SPECIALIST

DEFINITION

Under supervision, assists technical and professional staff who administer various federally funded workforce development and training programs.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Maintains orientation schedule and reservations. Coordinates appointments to meet with clients for technicians and case managers. Assists in screening applications and other documents required to determine eligibility to participate in workforce development programs. Contacts clients after placement to determine status, and monitors performance. Assists with coordination of training and special events, which includes locating training sites, notifying participants and making any necessary special arrangements. Maintains files required by federal regulations; ensures that required documentation is included in files and prepares them for audits. Maintains database and information pertaining to workforce development activities and generates reports as required. Performs other related functions as required.

DISTINGUISHING FEATURES OF THE CLASS

This is a specialized, journey-level support staff position which assists in workforce development program operations.

RECOMMENDED MINIMUM QUALIFICATIONS

One year of work experience involving substantial public contact, in personnel, human services, or workforce development programs. College level coursework in psychology, counseling, human services, or other related subjects may be used in combination with experience to meet the necessary qualifications, or any equivalent combination of training and experience which results in the following knowledge and abilities:

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Workforce development training programs, pertinent regulations, and documentation requirements; interviewing methods used to obtain information from and about participants; computer applications and relevant software programs; local community resources and services having programs designed to assist unemployed individuals.

Ability to: interpret and explain State and Federal guidelines; use a computer to maintain databases and assist in generating reports; communicate clearly and concisely both orally and in writing; establish and maintain effective working relationships with people of varying ages and socioeconomic and cultural backgrounds, including staff, participants, community groups, employers and the public.

DESIRABLE CHARACTERISTICS

A successful performer is courteous, tactful, and enjoys working with individuals of all ages, with diverse cultural and socio-economic backgrounds. This team player is well organized and detail oriented.

SPECIAL MINIMUM REQUIREMENT

Must possess and retain a valid California Driver license as a condition of employment.

SPECIAL WORKING CONDITIONS

Willingness and ability to work irregular hours, including evenings and weekends as needed.

Class title established per Council Resolution No. 94-061  
effective 10-3-94

ADA Approved: 2/97  
Spec date: 7/98