

WORK CENTER COORDINATORDEFINITION

Under general direction, develops, implements and administers workforce development programs and coordinates activities of the Santa Ana WORK Center.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Provides oversight of WORK Center programs and operations to meet performance goals. Develops and implements written WORK Center policies and procedures to ensure total quality management and service to clients. Interprets and applies federal, state and/or local regulations applicable to workforce development programs. Works with representatives from the local Workforce Investment Board, California Employment Development Department, Orange County Social Services Agency, Santa Ana College, community-based organizations and employers to develop and maintain programs. Attends off site meetings and gives presentations. Works closely with Economic Development Division and Enterprise Zone staff to coordinate job-training programs with City's economic development programs. Supervises subordinate WORK Center and Partner staff to ensure achievement of One Stop performance goals. Conducts research, makes recommendations and writes comprehensive reports. Develops, implements and monitors budgets; negotiates and monitors contracts; researches and solicits program funding from alternative sources, including the private sector. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This classification coordinates the activities of the Work Center and provides oversight and supervision of all programs and staff. It is distinguished from the Workforce Specialist IV by its authority over all Work Center activities, not merely specific programs or functions. They report to the Economic Development Manager, which oversees several complex and diverse economic development programs and activities.

RECOMMENDED MINIMUM QUALIFICATIONS

Three years of progressively responsible experience administering workforce development programs including two years of supervisory experience in a workforce development agency. College level coursework in psychology, counseling, human services, business or public administration or other related subjects may be used in combination with experience to meet the necessary minimum qualifications, or any equivalent combination of experience and training which provides the following knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Thorough Knowledge of: State and federal laws pertaining to employment/training issues and programs; principles and practices of workforce development and program operations; principles and practices of supervision; methods of budget preparation and monitoring; methods of contract negotiation and monitoring; public agency, private sector and community resources available (or potentially available) as sources of in kind support or grant funding; workforce development issues.

Working Knowledge of: principles and practices of Total Quality Service and management.

Ability to: effectively direct WORK Center program operations; interpret and apply federal, state and/or local regulations; collect/analyze data, coordinate strategic planning, develop and implement sound recommendations; motivate staff to achieve performance goals; communicate effectively, both orally and in writing; establish effective working relationships with City and other government officials, co-workers, subordinate/Partners' staff, other public/private agencies, members of the Workforce Investment Board, local employers, and clients in an economically and culturally diverse community.

SPECIAL MINIMUM REQUIREMENT

Must possess and retain a valid California Driver's License as a condition of employment.

SPECIAL WORKING CONDITIONS

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

CHARACTERISTICS OF SUCCESSFUL PERFORMER

The successful performer is a high energy professional, well versed in workforce development issues, who enjoys the challenge of establishing partnerships between key players in the public sector and business community to achieve program goals. A skilled communicator and team builder, this individual personifies the "can-do" approach to problem solving and inspires enthusiasm and confidence from all WORK Center staff.

Class title established per Council Resolution No. 97-020,
effective 7-1-97

ADA Approved: 03/03

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