

WORKFORCE SPECIALIST IIIDEFINITION

Under general supervision, performs a wide variety of responsible workforce development program duties, including assisting with program planning and formulation of policies/procedures to help ensure achievement of Workforce Investment Act (WIA) goals.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Prepares procurement documents, evaluates proposals and develops funding recommendations for youth and vocational training; writes contracts and coordinates workforce development programs with One-Stop and partner agencies and staff; monitors, collects and analyzes data on program performance and writes comprehensive reports. Staffs WIB/Youth Council; schedules meetings and prepares agenda packets, coordinates meetings, and recruits new members. Organizes and implements WIB/YC sponsored events. Processes applications from training providers and submits to State for approval. Monitors training providers and documentation for compliance with regulations and guidelines. Processes training reimbursements. May be responsible for the planning, implementation and performance of One-Stop Center program components, or for implementation of special grant funded programs, which will include preparation/monitoring of budget, writing reports, and serving as liaison with funding agencies. Communicates purpose and activities of WIB/One-Stop Center to the public. Participates as a team player and applies principles of Total Quality Service in all operations. Trains lower level staff. Performs other functions as required.

Determines applicant eligibility for various workforce development programs; manages a caseload; advise clients of career and training opportunities; develops client's employment plan and be responsible for client outcomes; oversees client job search activities and program enrollments; identifies and develops job opportunities appropriate to clients; uses computer to track client progress; markets service to employers and to job seekers; conducts employment/job sector workshops; gives presentations and prepares informational materials. Maintains contacts within the business community to provide employers with qualified candidates and assist in their business growth. Performs other functions as required.

DISTINGUISHING FEATURES OF THE CLASS

This is the advanced journey level class in the generalist Workforce Specialist series, involving the application of knowledge and skill to a group of responsible duties, requiring judgement and analysis of facts, in either the Program or Administrative Sections of the One-Stop Center. This class is distinguished from the next lower journey level class of Workforce Specialist II by the greater scope, complexity and responsibility of the work performed, and by the fact that the III is accountable for the outcomes of a specific program or program component, or for a specific administrative function.

This class is distinguished from the next higher class of Workforce Specialist IV in that incumbents of the latter class perform at the full supervisory level, and are accountable for their assigned sections' achievement of performance objectives.

RECOMMENDED MINIMUM QUALIFICATIONS

Two years of progressively responsible workforce development program experience. College level coursework in psychology, sociology, counseling, human services, business administration, accounting, public administration and 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, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of: state and federal regulations pertaining to workforce development programs; public and private agencies providing resources to assist with workforce development; methods of data collection, monitoring and analysis; techniques of community outreach and program marketing; interviewing techniques and methods of determining program eligibility; methods of case management; methods and processes of job development; employment market in Workforce Investment Area.

Knowledge of: contract development, implementation and monitoring procedures; budgeting methods and processes and monitoring of expenditures; relevant computer applications and software programs; principles and practices of Total Quality Service.

Skill in: operation of personal computer, including use of word processing and Microsoft Office software.

Ability to: understand, interpret and implement state and federal regulations; prepare contracts and monitor performance; prepare budgets and monitor expenditures; communicate clearly and concisely, orally and in writing; keep and retrieve detailed records to comply with auditing requirements; conduct meetings and make public presentations, both on and off site; analyze data and write comprehensive reports; effectively train lower level staff; establish and maintain effective working relationships with One-Stop partners, WIB/Youth Council members, local business representatives, state and federal agencies, community organizations, co-workers, clients and the general public; organize and effectively manage a caseload to meet performance standards; implement one or more special One-Stop Center program components; participate as a team player and apply principles of Total Quality Service in all operations; use tact and diplomacy when dealing with clients of diverse economic and cultural backgrounds.

SPECIAL REQUIREMENT

Must possess and retain a valid California Class C drivers' license as a condition of employment.

SPECIAL WORKING CONDITIONS

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

DESIRABLE CHARACTERISTICS

The successful performer is proactive and enthusiastic in achieving the performance objectives of the One-Stop Center and WIB. Knowledgeable, well organized and detail oriented, this individual keeps current with changes in state and federal regulations, maintains accurate records, handles competing priorities efficiently within strict timelines, and accepts full responsibility for implementation of specific workforce program components. A team player, the Workforce Specialist III has strong interpersonal skills, uses tact and good judgment, and provides Total Quality Services when working with clients, businesses and One-Stop partner agencies.

Class title established per Council Resolution No. 2000-060,
effective 9-16-00

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