

WORKFORCE SPECIALIST IVDEFINITION

Under direction, assists in the planning, development and implementation of workforce development programs; staffs Workforce Investment Board (WIB); supervises, trains and evaluates assigned staff; directs day to day operations of assigned Section to ensure achievement of Workforce Investment Act goals.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Assists in formulating and coordinating a comprehensive workforce development strategy and oversees monitoring of program outcomes, in order to meet or exceed contractual performance measures. Analyzes and evaluates labor market, demographic and other data to use in developing new and innovative workforce development programs. Develops contacts with governmental agencies, business and community organizations; negotiates and prepares contracts and MOU's; coordinates operations with One-Stop partners; analyzes fiscal requirements, develops budgets, oversees procurement procedures and provides fiscal oversight of assigned programs. Interprets and applies federal and state regulations and monitors compliance. Seeks opportunities for outside funding; prepares grant proposals; ensures compliance with grantor requirements. Evaluates effectiveness of workforce development programs and writes comprehensive reports. Prepares state and federal plans. Attends off site meetings; makes formal presentations to business and community organizations, boards and elected officials. Provides staff support/liason to Workforce Investment Board (WIB), including facilitation of policy development, preparation of strategic plan and compliance with provisions of Brown Act. Supervises, trains, evaluates and develops performance objectives for assigned staff. Applies principles of Total Quality Service in all section operations. Performs other duties as required.

DISTINGUISHING FEATURES OF THE CLASS

This is the first-line full supervisory 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 level class of Workforce Specialist III in that the III functions at the advanced journey rather than the full supervisory level, and is responsible for the performance of a program component or an administrative function rather than for the performance of an entire section of the One-Stop Center. This class is distinguished from the next higher class of Workforce Coordinator in that the latter has responsibility for all Workforce programs and staff and is accountable for the Santa Ana One-Stop Center's overall achievement of performance objectives.

### RECOMMENDED MINIMUM QUALIFICATIONS

Three years of progressively responsible workforce development program experience, including one year in a supervisory or lead capacity. 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: objectives, practices and procedures and state and federal regulations pertaining to workforce development programs; One-Stop delivery systems; employment markets and trends; public and private agencies providing resources to assist with workforce development; principles and practices of marketing, public relations and strategies for community outreach; principles and practices of procurement, contract implementation and monitoring; methods of data collection and analysis; budgeting methods and processes; relevant computer applications and software programs; principles and practices of Total Quality Service.

Knowledge of: principles and practices of planning and developing One-Stop workforce development programs; sources of funding; principles and practices of supervision.

Skill in: operation of personal computer, including use of Microsoft Office software applications.

Ability to: plan and develop One-Stop programs; implement state and federal regulations; prepare state and federal plans; negotiate and administer contracts; prepare and monitor budgets; seek grants and other outside funding; evaluate programs and administrative performance and write comprehensive reports; serve as staff to WIB; communicate clearly and concisely, both orally and in writing; make effective formal presentations to WIB, business organizations and elected officials; establish effective working relationships with One-Stop Partners, WIB members, state and federal agencies, business representatives, community organizations and the general public in a culturally diverse community; effectively supervise assigned staff; implement the principles of Total Quality Service in all Section operations.

### 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.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful performer is proactive, enthusiastic and fully committed to achieving their assigned section's performance objectives. Knowledgeable in the field of workforce development and a skilled supervisor, this individual motivates and integrates assigned staff into a cohesive and productive work unit. An effective communicator, the Workforce Specialist IV ensures that job seekers, businesses, One-Stop Partners and WIB members receive Total Quality Service in all section operations.

Class title established per Council Resolution No. 2000-060  
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