



WORKFORCE DEVELOPMENT BOARD
OF SOLANO COUNTY

Workforce Development Specialist
(Spanish)

Administrative/Program Specialist II

Functional Description

\$28.54 - \$35.64
Hourly Range

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

Definition

Under the direction of a Division Director or Unit Manager, performs a variety of mid-level professional and technical assignments required of a specific division or unit of the Workforce Development Board (WDB) of Solano County, Incorporated. Examples of duties include but are not limited to client/applicant interviews, career and vocational counseling, employment plan completion, referrals to various programs and agencies, supportive service determination, completion, and transmission of necessary paperwork, conducting workshops, follow-up/retention services, job placement and job retention strategies, training and advancement opportunities, as well as maintaining an average case load of (65) active clients. Driving on behalf of the agency is a requirement for this position. This is a non-exempt position. This position is represented by Service Employee International Union (SEIU) Local 1021.

Supervision Exercised

May mentor newly hired employee in same unit.

Essential Functions of the Position

In addition to the essential functions described in the A/PS II classification description, other important responsibilities and duties may include, but are not limited to, the following:

- Interpret written test results, assess and counsel eligible applicants and participants in the Workforce Investment Opportunities Act (WIOA) programs, as well as other grant-funded job seeker initiatives;
- Responsible for the initial and comprehensive assessment of all potential and enrolled participants;
- Carry an average case load of 65 active clients;
- Develop vocational assessment and individual employment plans with clients;
- Make program referrals and recommendations to the unit manager regarding whether a client requires training or job placement;

- Provide complete case management from enrollment to job placement by working closely and in connection with the Business Services Representatives;
- Complete accurate and timely Management Information (MIS) paperwork and other related forms/assigned work, as required. responsible for all state MIS data entries documenting services and activities participants are involved in from enrollment to placement;
- May conduct a variety of group and one-on-one workshops and coaching/mentoring sessions for participants enrolled in the project;
- In combination with the Business Services Unit, refer program participants to job opportunities;
- Implement job development strategies to facilitate the placement of participants into work-based learning (OJT, TJ, or WEX) or direct placement; prepare participants for work-based learning opportunities, working jointly with Business Services Consultants;
- Assist with the development of all unit's published material;
- Implement job retention strategies to facilitate the retention and advancement of WDB participants after job placement/program completion;
- Periodically analyze reports on projected performance measurements for clients to ensure grant measures are met;
- Communicate effectively and professionally between clients, employer, and other stakeholders at the worksite;
- May implement periodic follow-up process to determine status of expanded service delivery for WDB participants 12 months after initial program exit; works with Unit Program Assistant to assist with retention/follow-up services;
- Provide detailed daily/weekly/monthly progress reports and activities using unit-devised formats;
- Perform other job-related duties as assigned; and
- The ideal candidate will be fully bilingual in English and Spanish.

Knowledge Of

(In addition to the qualifications in the A/PS II Job description)

- Effective interviewing, job search, and retention techniques;
- Assess the vocational needs of economically disadvantaged and unemployed individuals;
- Various community resources as well as partner staff: Who they are, Where they are, and How they can help;
- Thorough knowledge of industries and employers in Solano County and the surrounding area;
- Job coaching techniques;
- Thorough knowledge of economic trends and labor market conditions impacting Solano County industries;
- Thorough knowledge of the current theory and application of subjects such as job retention and career advancement;
- Thorough knowledge of the principles of adult basic education and theory;
- Career, vocational, and/or employment counseling techniques, especially employability services;
- Job Readiness Workshops' curriculum and procedures as they relate to client enrollment and workshop presentations; and
- Knowledge and expertise in training concepts, as well as making presentations to a group of diverse socio-economic individuals.

Skills

- Operate the following office equipment: computer, printers, copy and fax machines, etc.
- Proficient in operating word processor and Microsoft systems;
- Develop, maintain, and enhance Excel spreadsheets for reporting purposes;
- Excellent presentation skills with the ability to maintain attention, as well as setting up positive environment and establishing career goals;
- Great customer service skills, providing a professional working and learning environment;
- Career, vocational, and/or employment coaching/counseling techniques; and
- Data entry within Automated Case Management System.

Ability To

(In addition to the qualifications in the A/PS II Job description)

- Interpret and apply federal, state and local rules and regulations governing employment and training programs;
- Interpret employment and career data;
- Develop lesson plans and provide instruction on a variety of workshop topics;
- Develop workshop curriculum and prepare workshop materials;
- Monitor individual participant vocational training contracts and/or OJT contracts;
- Participate in an Enrollment to Employment and Retention Total Case Management System between the participant, Employability Specialist, and Business Services Unit;
- Navigate the world of work, including the hiring, advancement, and retention aspects of employment;
- Serve as a critical aide in helping clients become and remain successful on the job.
- Complete and review paperwork requiring a high degree of accuracy and attention to detail;
- Maintain regular contacts with job seekers to ensure continuing job search activity, and to supplement employer contacts/referrals;
- Maintain regular contacts with retention program participants to determine job and wage status;
- Assess participant's retention issues and develop corrective/alternative actions to move them forward to re-employment or job advancement;
- Focus on being employment driven and emphasize employability services for the majority of job seeker clients;
- Communicate effectively and be articulate;
- Arrange speakers and publicize periodic evening workshops;
- Analyze project follow-up results in regards to performance impact; and
- Ability to become a certified Workforce Development Professional.

Additional Requirements of the Position

- Possess (or ability to obtain prior to employment), a valid Class C California Driver's License and automobile insurance;
- Provide reliable private transportation for routine travel on agency business;
- Possess and maintain an acceptable driving record that will meet the Employer's Insurance Carrier's Standards; *(This cannot be waived)*
- Demonstrate regular attendance and punctuality as part of all employees' job responsibilities. It is the employer's expectation that all employees are present and on time every day; and
- Ability to attend after-hours events.



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DEFINITION

Under the direction of the Executive Director, a Division Director or a Unit Manager, performs a variety of mid-level professional and technical assignments required of a specific division or unit of the Workforce Development Board (WDB) of Solano County, Incorporated. Depending on the assignment, general functions include but are not limited to training, general administration, case management, employer services, career resources and customer relations, outreach, workshops, and facilities maintenance. May act as support staff lead/coach, and/or may be required to mentor newly hired peer/support staff. Driving on behalf of the agency is a requirement for this position. The positions in this classification are non-exempt. This position is represented by Service Employee International Union (SEIU) Local 1021.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from all other classes by its mid-level professional and technical responsibilities. May be responsible for the day-to-day supervision/oversight of subordinate staff.

ESSENTIAL FUNCTIONS OF THE CLASSIFICATION

Additional essential position functions are described in the specific functional descriptions.

- Prepares reports, and/or appropriate enrollment/termination and other documentation required/assigned, in an accurate and timely manner;
- Ability to understand and explain complex State and Federal policies and procedures, as well as rules and regulations;
- Use independent judgment, discretion, initiative and confidentiality when required;
- Performs complex work involving the analysis of a variety of source documents requiring familiarity with WDB policies and procedures, terminology, and applicable regulations;

- Prepares reports addressing findings and suggested methods of improvement, and may assist with developing and implementing the unit's standard operating procedures;
- Work professionally and closely with all other agency staff, one-stop partners, and the general public;
- May act as support staff lead/coach, and/or may be required to mentor newly hired peer/support staff;
- Develops and delivers workshops on topics relevant to job retention and advancement;
- Responsible for recommending, developing and/or maintaining all materials of assigned area;
- Maintains customer records, reports progress, provides tutorial assistance and guidance, and solicits client/customer feedback on services received;
- Coordinates customer outcomes and retention strategies with appropriate WDB/Solano Employment Connection (SEC) Staff.
- Perform other job related duties as assigned.

MINIMUM QUALIFICATIONS AND EMPLOYMENT STANDARDS

Knowledge of

- Thorough knowledge of leadership principles and modern public administration;
- Goals, objectives, rules and regulations related to Workforce Innovation & Opportunity Act (WIOA) employment and training programs. Knowledge on federal CETA/WIOA and federal/state welfare program is preferred;
- Modern office management principles, practices and procedures;
- Time management/project organizational methods;
- Working knowledge of various word processing and/or data management software;
- Working knowledge of automated case management software;
- The fundamentals of human behavior;
- Employment barriers experienced by economically disadvantaged, economically displaced, and other unemployed/underemployed populations.

Skills

Specific skills are described in the individual functional position description

- Proficiently operate word processor and various software systems, (i.e., Word Perfect,

Microsoft Word, Excel, Graphic Programs, flow charts, etc).

- Perform project lead functions, which are limited to directing the activities and work assignments of subordinate staff.

Ability to

- Exercise critical thinking, independent judgment, and tact;
- Establish and maintain cooperative and professional working relationships with a variety of individuals, groups and organizations;
- Represent the agency well with clients, customers, peer organizations, and the public;
- Maintain confidentiality of files and privileged information;
- Work both independently and cooperatively and work effectively in a Team environment;
- Assemble and organize data and prepare reports from such information; interpret written and oral instructions; as well as written regulations;
- Perform basic statistical analysis work involving mathematic calculations (including algebraic formulas);
- Relate effectively to persons from various socio-economic backgrounds.
- Use good judgment; act with professionalism and discretion;
- Identify problems and apply problem-solving techniques; and
- Communicate effectively, both orally and in writing, including ability to organize and present complex material in a clear, concise, and accurate manner.

EDUCATION AND GENERAL EXPERIENCE

Any combination of education and experience which would provide the required knowledge and abilities is qualifying. Options include: Graduation from an accredited college or university with a Bachelors Degree in Counseling, Sociology, Psychology, Human Services, Public Administration, Business Administration or related field is **preferred**, with a minimum of two years full-time paid experience in the field of education, training, and/or employment programs, previous experience supervising support or volunteer staff highly desirable. Bilingual Spanish preferred.

OR

A Master's Degree in one of the above course work areas, with a minimum of one year full-time paid experience in the field of education, training, and/or employment programs;

OR

Completion of 120 semester units of college-level course work from an accredited college of university, with a minimum of three years of related full-time paid experience in the field of education, training, and/or employment programs;

OR

Completion of 60 semester units of college-level course work from an accredited institution, with a minimum of four years related full-time paid experience in the field of education, training, and/or employment programs.

Substitution

(1) Additional-qualifying experience on a year-for-year basis within the functional position applied for and covered by this classification may be substituted for the required education on a year-for-year basis. This substitution requirement does not waive the required years of experience as described in this position description.

SPECIAL REQUIREMENTS

Possession of a valid California Class C Driver's License, current automobile insurance and reliable private transportation, or be able to provide suitable transportation approved by the Council.

WORKING CONDITIONS

Primarily inside work at various One-Stop locations, and will be exposed to normal office noise. May be required to attend meetings, visit various training facilities, work sites, etc.

PHYSICAL DEMANDS

May occasionally be required to do minor lifting, not to exceed 20 pounds. Position will require some repetitious work such as data entry, typing, filing, word processing, etc.

ADDITIONAL REQUIREMENTS OF THIS POSITION

- Possess (or ability to obtain prior to employment), a valid Class C California Driver's License and automobile insurance;
- Provide reliable transportation for routine travel on agency business;
- Must possess and maintain an acceptable driving record that will meet the Employer's Insurance Carrier's Standards. This cannot be waived.
- Regular attendance and punctuality are part of all employees' job responsibilities. It is the employer's expectation that all employees are present and on time every day.