CLASS SPECIFICATION
Workforce Development Training Coordinator

FLSA Status: Nonexempt
EEOC Job Category: Paraprofessionals
Union Representation: Represented

GENERAL PURPOSE
Under general supervision of an assigned CAED Program Manager, coordinates, organizes and oversees the day-to-day operations of assigned Workforce Development grant and training programs. Implements and assists in evaluating program and training plans, budgets, procedures and supporting program promotional materials; interacts extensively with student/participants, outside agency representatives, District management and staff and others; and performs case management of student/participants from start to completion and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Workforce Development Training Coordinator coordinates, organizes and oversees the day-to-day operations of assigned Workforce Development grants and training programs. Work requires demonstrated organizational, administrative and communication skills, experience in workforce development training programs, social services delivery, program outreach and recruitment, case management, document and outcomes reporting, supporting activities that lead to program outcomes and deliverables, policy development and interpretation general knowledge about specific industries related to program areas and traditional and non-traditional student populations. Duties and responsibilities are carried out with considerable independence within the framework of established District and program/contract policies, procedures and guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Coordinates, organizes and oversees the day-to-day operations of assigned Workforce Development grants and training programs, plans, coordinates, implements, monitors and assists in evaluation of operational procedures and activities; researches and assists in development of and maintains program budgets and tracks program expenditures; develops and recommends program policies and operating and administrative procedures; plans, organizes and implements work activities to meet established program goals and objectives; ensures program compliance with all applicable District requirements; trains and provides work direction to designated staff.

2. Performs oversight and management duties of participants of assigned workforce development training programs and grants, which vary, subject to the specific program: processes, completes and/or submits all required, District program or other paperwork; within scope of authority and expertise, guides, advises and assists students in a variety of areas, including enrollment process, financial aid application and licensing procurement; interfaces with appropriate college departments; prepares, coordinates,
implements, and monitors student’s program and training schedules; provides information and
guidance to students/participants as needed, related to employment preparation, on-the-job training;
and placement with employers; interfaces with employer partners; assesses, places and monitors OJT
site placements; monitors and tracks student program progress and identifies and resolves or
recommends action to resolve issues.

3. Serves as liaison with external agency representatives involved with assigned workforce training
program(s), including Corporate training programs; communicates, both orally and in writing, with
internal and external entities to provide required updates and information and to verify
program-compliance; represents assigned workforce training programs and attends and participates in
outreach events and meetings; engages in regular communication with regular partners (e.g. Workforce
Investment Boards, OneStop Centers, etc. to receive and obtain information regarding referred
participants; maintains detailed knowledge of applicable training programs, resources and contracts;
and ensures completion of deliverables for required training program outcomes

4. Coordinates with internal and external entities to ensure continued participation and retention of
students/participants; coordinates and confirms student/participation eligibility for and/or makes
referrals to District programs and other resources; serves as student/participant advocate to secure,
refer, and direct to needed services, resources, or partners, when necessary.

5. Performs administrative duties to ensure student and program reports, records and other materials are
complete and maintained according to pertinent laws, regulations and contracts and District policies
and procedures; organizes and compiles information for, completes and maintains program reports,
forms and logs; prepares verifications and certificates for students/participants; ensure complete and
accurate information on students/participants are maintained for program reporting and requirements.

6. Plans, develops, organizes and conducts training program outreach and promotional activities; makes
formal and informal presentations to internal and external groups; develops and distributes marketing
and other materials, including flyers; responds to inquiries and follow-up requests for information;
coordinates and/or performs training program orientation activities.

7. Plans, organizes and executes special events and training workshops for student/participants; including
all event logistics such as but not limited to determining and securing event locations; training room
set-up, registration/attendance confirmation, scheduling or other pertinent arrangements; identifies and
coordinates with event presenters and others involved.

8. Coordinates and participates in program meetings, conference calls, facilitates industry partner
meetings, prepares meeting agendas and documents, and follow-ups with meeting notes, action items,
and supports other program related activities.

OTHER DUTIES

None.
QUALIFICATIONS

Knowledge of:

1. Principles and practices of planning, coordination, organization and implementation of Workforce Development training programs; training program delivery models and methods.

2. District policies and procedures related to assigned areas of responsibility.

3. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.

4. Principles of project planning and management.

5. Marketing and outreach events scheduling, coordination, vendor management and related activities.

6. Office management practices and procedures.

7. Principles and practices of sound business communication, correct English usage, including spelling, grammar and punctuation.

8. Advanced uses and operations of a computer, and database and other office standard software (Microsoft Office, Word, Excel, Powerpoint, internet, search engines, social media, etc.) and principles of data entry, accuracy and verification, to access and enter data accurately and to develop assigned records, reports and other documents.

9. Records, reports, and basic business document formats, styles and record keeping and management techniques.

10. Events planning, coordination and vendor management.

11. Research methodologies and data analysis techniques to assist in report development.

12. Case management approaches and techniques, including training pathways and administering of industry certification tests.

Ability to:

1. Plan, organize, coordinate, implement and evaluate daily operations, activities and services of a community college workforce development training program.

2. Collect, evaluate and interpret appropriate and applicable data, either in statistical or narrative form.

3. Develop business and community relationships with business/industry, vendors, and partners from chambers of commerce and other economic development organizations.

4. Coordinate program activities with multiple stakeholders to ensure agreement and consensus.

5. Apply sound, creative problem solving techniques to resolve difficult program issues and problems to satisfaction and completion of all parties.
6. Understand, interpret, explain and apply program contracts, laws, regulations and policies applicable to assigned program responsibilities.

7. Understand, interpret and respond to internal and external customer needs and expectations.

8. Prepare clear, concise and comprehensive reports, correspondence and other documents.

9. Communicate effectively orally and in writing to both internal and external program stakeholders and participants.

10. Ensure the maintenance of all required training program files, records and documentation.

11. Exercise sound, independent judgment and initiative within established guidelines.

12. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations, and maintain confidentiality of student/participants information.

13. Establish and maintain effective working relationships with District management, administrators, staff, students, outside employer-partners; representatives of other agencies, the public and others encountered in the course of work.

14. Manage operations of large-scale projects.

15. Manage calendars and schedules for team members, make travel arrangements; coordinate training room reservations and special events as needed.

16. Manage correspondence for assigned workforce development training programs.

17. Prepare and maintain complex training and case management records and interrelated files.

18. Meets schedules and time lines and deliver quality work on time.

19. Operate a computer using word processing, databases, other business software, current internet software and tools, as well as standard office equipment with high level of skill and efficiency.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate’s degree in business or a closely related field; and at least five years of progressively responsible experience in employment and workforce training programs interfacing with administration, staff and faculty, particularly at community colleges, at least one of which involved responsibilities for training program planning, coordination, implementation, and supervision of at least one full-time employee or student worker; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements:**

A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; and use hands to finger, handle and feel computers and standard business equipment. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this job, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret people and situations; perform work on multiple concurrent tasks with constant interruptions, and interact with participant/students, outside agency contacts; off-site employer representatives; District management, staff, the public and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee works under typical office conditions, and the noise level is usually quiet.

Revised: April 25, 2014