CLASS SPECIFICATION

Workforce Development Program Specialist

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

GENERAL PURPOSE
Under general supervision, performs specialized technical and administrative duties in the implementation and administration of assigned workforce development programs; carries out and assists in developing and implementing program plans, budgets, procedures and supporting program promotional materials; extensively interacts with program participants, outside employer-partners, other agencies, District management and staff and the public; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Workforce Development Program Specialist performs responsible and varied work involved with planning, promoting and implementing a variety of workforce development programs and services for student/participants interested in seeking employment or pursuing new careers. Work requires extensive contact with participant/students, outside employer-partners, District management and staff and others, well-developed organizational and administrative skills and specialized technical knowledge related to the assigned program area.

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. Serves as primary technical, resource and recruiting contact for an assigned workforce development program with students, other agencies and organizations, community employer-partners and the public; researches and responds to inquiries and complaints, ranging from routine to more complex in scope; provides technical and specialized information on program services, policies, procedures and requirements; identifies, recruits, secures and maintains productive working relationships with local employer-partners; via District, internet, referral resources and other means, initiates and executes candidate searches; identifies and contacts qualified program candidates; develops and conducts program outreach and promotional activities, including formal presentations and production and distribution of flyers, brochures, newspaper ads, program forms and other materials; coordinates with other agencies for information sharing and community education; serves as Program representative at job fairs, workshops and other events and meetings.

2. Screens, refers and performs case coordination duties for students in an assigned workforce development program; conducts interviews to obtain work history, training, education and job skills to screen and select appropriate candidates; conducts vocational assessment tests; reviews and
evaluates student information to identify proper employee/employer matches; provides ongoing advising, support, tracking and problem-solving assistance to program participants.

3. Ensures compliance with Chancellor’s Office of Community College and District and Program policies, practices, procedures and designated time frames; compiles, verifies completeness and accuracy of, organizes, prepares, enters and submits program data and information; researches, locates, requests and updates information that is inaccurate or incomplete; updates and maintains related student and program files.

4. Assists in research, development and implementation of assigned program plans to meet established goals, including assisting in developing and maintaining program budgets and tracking program expenditures and developing and recommending program policies and operating and administrative procedures; plans, organizes and implements work activities to meet established program goals and objectives; assists in developing program calendars; assists in curriculum development.

OTHER DUTIES
1. Provides administrative and other technical assistance to other workforce development programs.

QUALIFICATIONS

Knowledge of:
1. Program administration practices and procedures.
2. Basic methods and practices of program planning and management.
3. District policies and procedures related to assigned areas of responsibility.
4. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
5. Basic methods and practices of public outreach and involvement, including marketing techniques and practices.
6. Principles and practices of sound business communication.
7. Uses and operations of a computer and database and other standard software to access and enter data accurately and to develop assigned records, reports and other documents.
8. Basic concepts, methods, practices and programs applicable to workforce development programs.
9. Sources of information on current employment practices and opportunities and workplace philosophy in areas of assigned workforce development program responsibility.

Ability to:
1. Assist in administering program operations and activities to meet District/program goals and objectives with the need for only limited supervision.
2. Collect, evaluate and interpret appropriate and applicable data, either in statistical or narrative form.

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

4. Apply sound, creative problem solving techniques to resolve difficult program issues and problems.

5. Understand, interpret, explain and apply laws, regulations and policies applicable to assigned program responsibilities.

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

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

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

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

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

11. Exercise tact and diplomacy in dealing with difficult and sensitive people, issues and situations.

12. 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.

Education, Training and Experience:
A typical way of obtaining the knowledge, skills and abilities outlined above is an Associate’s degree in a social science or closely related field; and at least three years of progressively responsible program-related administrative experience in a training/educational setting; 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 repetitively finger, handle and feel computers and standard business equipment; and reach with hands and arms. 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; observe and interpret people and situations; use math/mathematical reasoning; perform work on multiple concurrent tasks; work with constant interruptions, and interact with participant/students, other agency counselors and contacts; off-site work-study 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.