

Tableland Services, Inc. ~ Community Action Partnership for Somerset County

NAME:
JOB TITLE: Workforce Development Program Specialist
DEPARTMENT: Employment and Training

FLSA STATUS: Non-Exempt
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WorkOVERALL PURPOSE

This position is responsible for providing technical program assistance to Employment & Training program staff and participants. Tracking goals, outcomes and preparing statistical reports as required for the programs grant funders and completing data entry related duties will be the primary responsibility of the position. Assisting with digital skills literacy in the instructional computer labs.

ESSENTIAL FUNCTIONS

1. Provide assistance to Employment & Training staff by completing ORS Data Entry

PERFORMANCE MEASURES:

- Complete ORS Database Training with IS Manager
- Complete the enrollment of new program participants into the database
- Update case files with critical goal and outcome attainment
- Assist with the COPOS Report in compliance with CSBG standards – Provide statistical information in a timely manner

2. Manage the tracking of attendance and hours

PERFORMANCE MEASURES:

- Track weekly hours of participants for compliance regulations
- Ensure paper documentation accurately reflects the database
- Provide data to EARN Case Manager and Welfare Programs Manager for review
- Maintain database for Retention including the retention milestones

3. Assist with Digital Literacy lessons in the computer lab

PERFORMANCE MEASURES:

- Assist participants with tutorials, remedial lessons in preparation for credentialing
- Assist with NORTHSTAR Digital Literacy Credential attainment
- Lead lessons as required in the Computer Lab for the participants

4. Assist with resume development and job applications

PERFORMANCE MEASURES:

- Assist clients in creating a professional resume
- Assist clients with uploading resumes to online platforms
- Explain and model the use of correct grammar, spelling, punctuation and sentence structure
- Proofread and revise professional resumes and job applications

5. Provide coverage to assist team members as required

PERFORMANCE MEASURES:

- Provide operational coverage during break periods, lunch sessions, etc. to provide coverage to office
- Assist team members with signing in and out participants accurately

6. Attend required meetings and trainings ensuring to be prepared and participate.

PERFORMANCE MEASURES

Attend all required meetings

OTHER DUTIES

Complete other duties as required

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SUPERVISION RECEIVED

Supervision is received from the Community Services Program Director or the Welfare Programs Manager

QUALIFICATIONS

EDUCATION

- Associate degree in Human Services, Information Systems or related field required

EXPERIENCE AND/OR TRAINING

- Experience in an office environment preferred

KNOWLEDGE, SKILLS, AND ABILITIES

- Identify problems, inform others, and provide information to assist with solving the problem.
 - Use verbal skills to communicate with co-workers or customers.
 - Complete and maintain documentation/records.
 - Database/Contact Management Software
 - Internet/E-mail
 - Spreadsheet, Word Processing Software
 - Manage Multiple Projects/Tasks
 - Provide Close Attention to Detail
 - Work Closely with Others
 - Follow established confidentiality policy, safety standards, or applicable regulations
 - Knowledge of customer service best practices
 - Organizational skills
 - Follow established confidentiality policy, safety standards, or applicable regulations
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To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Date

Signature of HR Representative

Date