



Job Announcement for the position of:

Workforce System Support Specialist

Salary: \$23.00 - \$27.43 hourly, depending upon qualifications

DEADLINE TO APPLY: 5:00 p.m. on Tuesday, February 27, 2018

The Alameda County Workforce Development Board (ACWDB) Department is hiring a Workforce System Support Specialist to work within the Workforce Services Support Team (WSST) unit. **This is a full-time, temporary project position with no benefits, expected to last a minimum of six months with the possibility of extension.** This Workforce System Support Specialist (WSSS) provides support to the WSST unit in accomplishing their goals of providing training and technical support to Alameda County's workforce development system. Additionally, the WSSS will support ACWDB's Business Services Unit (BSU) by facilitating information and registration sessions for employers who will utilize workforce dollars to fund skills upgrade training for their incumbent workers.

ACWDB receives funds through the Workforce Innovation and Opportunity Act (WIOA) and other discretionary grants to administer workforce programs for Alameda County excluding the city of Oakland. Most ACWDB grants are federally funded and funnel from the Department of Labor, through the State of California Employment Development Department then down to the Local Area.

ACWDB provides grant funding through a procurement process to community organizations and local education agencies that serve adult, dislocated worker and youth job seekers, in addition to employers. ACWDB provides oversight to programs funded through this workforce system.

The Workforce System Support Team (WSST) Unit: is responsible for the following tasks as they relate to determination of program eligibility, case-management practices, and use of the State's CalJOBS system:

- Providing ongoing technical support and training to contractors who provide direct services to job seekers (adults, dislocated workers, and youth) throughout Alameda County;
- Perform on-going, regular case-file reviews to monitor for compliance with WIOA requirements;
- Developing curriculum and training materials and facilitate training sessions for contracted service providers;
- Meeting regularly with contractors to assist with day-to-day operations related to customer service.

ACWDB's Business Service Unit (BSU) supports employers who are seeking assistance with:

- Building a more skilled workforce;
- Upskilling current employees to meet the employers need for advanced skills;
- Training and hiring qualified candidates for job openings; and
- Building cohort training opportunities to provide needed skills to job candidates and/or incumbent workers.

The Workforce System Support Specialist Position:

In support of the Workforce Services Support Team and the Business Services Unit, the Workforce System Support Specialist will be responsible for:

1. Providing technical support and training to programs and staff within ACWDB's Workforce System;
2. Performing case-file reviews to ensure compliance with:
 - Eligibility requirements; and
 - Case management requirements.

3. Traveling to various locations within Alameda County and sometimes to neighboring counties;
4. Providing program orientation to potential customers:
 - Businesses; and
 - Job seekers.
5. Conducting WIOA registration sessions for employees and/or job candidates;
6. Collecting documentation relevant to the determination of eligibility;
7. Making final determination of program eligibility;
8. Managing participant case-files;
9. Following up individually with participants to gather post-training/post-exit employment data;
10. Utilization of the CalJOBS tracking system to record and track:
 - Program eligibility;
 - Enrollment into the training;
 - Generating case-notes for participants;
 - Engaging in post-exit follow up for participants;
 - Generating reports from the CalJOBS system.
11. Facilitating training sessions for community-based organizations and sub-contractors covering:
 - Eligibility for program services;
 - Conducting orientation and intake/registration sessions;
 - Case-Management best practices;
 - Compliance with all required aspects of service delivery.
12. Working closely with other members of the Workforce Services Support Team (WSST);
13. Day-to-day technical support to intake workers, case-managers, and business assistance staff;
14. Other project work as is deemed relevant, necessary, and reasonable.

MINIMUM QUALIFICATIONS:

1. The equivalent of completion of two years of college (90 quarter units or 60 semester units) from an accredited college or university;
- AND**
2. The equivalent of two years full-time experience working in a clerical or administrative capacity in any of the following type of organizations:
 - Public, community-based, or Social Service agencies or organizations;
 Where the work involved some of the following elements:
 - Documentation review;
 - Application processing;
 - Financial calculations; or
 - Recordkeeping.

(Additional experience may be substituted for education on a year-for-year basis.)

Desired Skills, Abilities, and Experience:

Below is a list of skills, abilities, and experience that an ideal candidate should possess.

- Knowledge and experience in Workforce Development and/or Community service;
- Knowledge of administrative and clerical procedures and systems;
- Experience developing training materials and curriculum;
- Experience managing files and records;
- Experience with public speaking;
- Resourcefulness in tracking training participants post-exit;

- Experience with Microsoft Office Suite of programs;
- Ability to learn software specific skills quickly;
- Ability to communicate effectively both verbally and in writing;
- Ability to read and interpret technical and legal language;
- Currently valid California Driver's License;
- Properly registered and insured vehicle.

The Application Process:

- Submit resumes to:
Oakland Private Industry Council
268 Grand Avenue
Oakland, CA 94610
Attn: Ashley Chambers
BEFORE the DEADLINE TO APPLY (5:00 p.m. Tuesday 2/27/2018)
- Letters of Recommendation and References may be submitted with resumes.
- The anticipated start date for this position is Monday, March 19, 2018.