



## Position Description

### MIS Coordinator

The Oakland Private Industry Council provides employment and training services utilizing state and federal grants. Under the general direction of the Planning and Workforce Services Director, the MIS Coordinator administers the PIC's information systems and provides analysis, quality assurance and reporting of program and performance data adults, dislocated workers and youth served through the federal Workforce Innovation and Opportunity Act (WIOA) funding for the City of Oakland and other state and local partners, as appropriate. The MIS Coordinator provides leadership to the MIS Department to enhance MIS systems and services to meet the needs of associates and external partners. Ensures tasks and timelines are met, while providing continuous communication and updates to the Management Team and other staff.

### DUTIES AND RESPONSIBILITIES

- Administrator of State CalJOBS reporting system and various special grant systems for capturing local client and performance data; holds maximum rights to access CalJOBS data and reporting resources;
- Setup grant codes for grants received from the State which require data tracking using CalJOBS;
- Stays up-to-date on releases of system updates or patches; anticipates service provider and user impacts, and communicates potential issues as necessary;
- Develops and maintains Excel spreadsheets to manage client data;
- Develops, produces and maintains a variety of reports using Microsoft Word, Excel and Access as necessary;
- Performs comprehensive technical work in all areas of information gathering, processing and reporting;
- Reviews, processes and enters into computerized systems all required client forms and supporting documents recording progress through program participation;
- Contacts staff and/or vendors and contractors concerning errors and/or omissions in their documents or reports;
- Provides training and technical assistance in the proper use of WIOA and other forms, as well as MIS requirements based upon current legislation and information bulletins;
- Performs data entry on participants enrolled in PIC administered grants and programs utilizing the necessary database management system;
- Works closely with other program support staff to ensure error-free data entry of various forms;
- Interfaces with State employees regarding statistical and/or programmatic information or regulations;
- Must be available to work and represent the Oakland PIC at meetings or events on some evenings and weekends.

**MINIMUM QUALIFICATION REQUIREMENTS**

- High school diploma or equivalent.
- Equivalent work experience performing related tasks.
- Advanced computer literacy in Windows MS Office Suite, specifically Excel spreadsheets.
- Knowledge of CalJOBS, the State of California's database system.
- Knowledge of WIOA legislation.

**REQUIRED SKILLS, KNOWLEDGE & ABILITIES**

- Must be extremely organized.
- Extensive knowledge of Microsoft Excel, and the operation and maintenance of general office equipment.
- Skilled in both oral and written communications, including editing and proofreading; telephone skills and etiquette.
- Ability to maintain confidentiality; ability to project a positive agency image over the telephone and with in-person interactions.
- Ability to work as part of a team as well as independently.
- Ability to work with persons from diverse backgrounds.
- Ability to establish and maintain effective customer service relationships and convey a positive and professional image to the public.
- Ability to work flexibly and find solutions with little supervision.