

## POSITION TITLE:

**EMPLOYMENT & TRAINING ADMINISTRATIVE SERVICES MANAGER**

April 2019

REPORTS TO: WDC Service Area Delivery Director

SUPERVISES: None

STATUS: Non-Exempt

SUMMARY

Reports to the highest ranking officer(s) in the organization. Performs secretarial work with a highly developed expertise in the business of the organization. Manages all aspects of the WDC's grants and contracts. Ensures proper communication and documentation of decisions and policies. May make administrative decisions within scope of delegated authority.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- \* Serves as confidential secretary to the WDC Director.
- \* Serves as the WDC's Equal Opportunity Officer.
- \* Customarily and independently exercises discretion and independent judgment as distinguished from using skills and following procedures, and exercises authority to make decisions. Provides extensive information within the scope of authority.
- \* Develops all WDC grant applications for submission to the State, develops all service provider subcontracts; tracks all grants and proposals (30-40 concurrently) from submission to completion; monitors the grants and contracts to ensure that performance outcomes are being met.
- \* Has the highest and most restricted level of access in the workforce development area to the state's workforce data warehouse (WIT Database). Develops customized reports for the Council, the Employment Security Department, WDC staff, and subcontractors by querying the data as necessary.
- \* Conducts data validation of the WIT input by the area's WorkSource service providers; develops and implements corrective action plans to ensure the integrity of the data; provides WIT training to WorkSource staff.
- \* Develops charts, graphs, and spreadsheets for the WDC's Quality Assurance Committee's reviews of all aspects of the subcontractors' performance results.
- \* Screens mail; types and distributes a variety of correspondence and documents that contain confidential information; schedules and coordinates Director calendar, meetings and travel arrangements; maintains Director files.
- \* Serves as liaison in WDC Director's absence providing information to staff, other agencies and the general public.

---

POSITION TITLE:**EMPLOYMENT & TRAINING ADMINISTRATIVE SERVICES MANAGER**

April 2019

Maintains supply of public relations and Employment & Training internal material, coordinates updates as appropriate.

- \* Assists with special projects, data collection and charting for Employment & Training systems and programs.
- \* Develops and maintains efficient manual and automated filing systems in accordance with general record keeping procedures and routines; retrieves documents and information as necessary.
- \* Assists the Director in developing agendas; coordinates the dissemination of Director materials.
- \* Coordinates annual Workforce Development awards banquet.
- \* Attends assigned meetings and takes minutes; transcribes, corrects meeting minutes and disseminates as directed.
- \* As directed by the WDC Director, coordinates and arranges special events.
- \* Acts as a member of the WDC monitoring team; reviews files for client eligibility; conducts contractor staff and client interviews while monitoring; prepares detailed monitoring reports on findings and conclusions.
- \* Maintains standard program monitoring and reporting systems. Establishes procedures to ensure the overall integrity of the MIS system for participant recordkeeping and ensures compliance with State and Federal regulations.
- \* Participates on statewide MIS user group and other special work groups. Provides technical assistance to service providers in regards to MIS, regulations, policy analysis and reporting requirements.
- \* Compiles and distributes all WDC reports which are required by the Federal and State agencies according to their schedules.
- \* Maintains the inventory control on the WDC property as required by the State Provision and WDC and Rural Resources policies.
- \* Maintains the WDC's website.

Performs other related duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Extensive knowledge of modern office procedures, practices and equipment.
- Extensive knowledge of business English, grammar, spelling, punctuation and composition.

## POSITION TITLE:

**EMPLOYMENT & TRAINING ADMINISTRATIVE SERVICES MANAGER**

April 2019

- Extensive knowledge of computerized and manual recordkeeping systems and the ability to maintain them.
- Ability to operate standard office equipment such as a computer, typewriter, calculator, copier, etc.
- Ability to communicate effectively with staff and the general public using tact, courtesy and good judgment to provide clear explanations of program policies and procedures.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with government agencies, volunteers, agency staff and the general public.
- Ability to understand and execute oral and written instructions, policies and procedures.
- Ability to work independently and make appropriate decisions regarding work methods and priorities.
- Ability to treat sensitive information and material with the appropriate level of confidentiality.
- Extensive knowledge of agency and program policies, procedures and regulations.
- Ability to set priorities and to guide, direct, motivate and evaluate the work of subordinates.
- Ability to analyze and evaluate operations and develop and implement effective corrective solutions to resolve problems.
- Extensive knowledge of and ability to understand and apply state, federal and local laws to agency policies, procedures and regulations.
- Ability to take and transcribe meeting minutes and dictation.
- Ability to type 35-40 wpm.
- Knowledge of MIS principles and procedures.
- Ability to prepare reports, correspondence and documentation.
- Demonstrated ability to operate word processing, spreadsheet and data base programs.
- Ability to provide effective training with regard to the MIS program.

POSITION TITLE:

**EMPLOYMENT & TRAINING ADMINISTRATIVE SERVICES MANAGER**

April 2019

- Ability to maintain a website.
- Ability and willingness to travel overnight.

WORKING CONDITIONS:

Work is primarily performed at a desk or is otherwise involved in activities requiring little lifting, climbing or working in tiring positions.

REQUIRED EDUCATION OR EXPERIENCE

Bachelor's degree in office management/secretarial skills; or 5 years progressively responsible experience as confidential secretary or administrative assistant to a top-level executive;

or

Any combination of education and experience which would provide the applicant with the desired skills, knowledge and ability required to perform the job.

REQUIRED CERTIFICATION AND LICENSES

Valid driver's license in state of residence.

\* **ESSENTIAL FUNCTIONS**