

**ARIZONA@WORK - YUMA COUNTY
YUMA PRIVATE INDUSTRY COUNCIL
POSITION DESCRIPTION**

Title: Compliance Review Technician (All positions at YPIC are grant based).

Reports to: Compliance Manager

Classification: Non-Exempt with benefits (Medical, Vision, Dental, 401K, Paid leave, etc.)

Revision Date: November 2022

Stat Hourly Pay: \$ 20.84

The Yuma Private Industry Council is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability status, protected veteran status, or any other characteristic protected by law.

SUMMARY

The Compliance Review Technician reports to the Compliance Manager; this position analyzes documents produced by the Yuma Private Industry Council, Inc. (YPIC) employees and service providers of Adult, Dislocated Worker and Youth programs under the Workforce Innovation and Opportunity Act (WIOA). This position communicates frequently with the service Providers to provide feedback and technical assistance. This position requires very technical knowledge of the WIOA program requirements under title 1B and the Statewide system Arizona Job Connection (AJC).

The Compliance Review Technician will assist conducting staff, participants, and providers, and employer interviews as part of reporting for performance standards. Additional tasks include the measure of service provider progress by method of monitoring logs. This position assists compile and input information regarding training providers listed in the Eligible Training Provider List (ETPL).

Examine, evaluate, and investigate eligibility for or conformity with laws and regulations governing contract compliance, and other compliance and enforcement inspection activities not classified elsewhere.

Below is the framework of the essential duties assigned to this position; however, please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

PRIMARY/ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. Assist with Developing and Monitoring Documentation According to Federal and State Regulations to Perform Quality Control Review for all Site Locations.**

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Supporting Skills

- Explain criteria and application requirements for accurate documentation.
 - Assist with State Monitoring Tool guide as required.
 - Assist with monitoring all program activities and files on a quarterly basis.
 - Analyze quality control tracking processes and provide feedback and interpretation to management and/or staff.
 - Communicate quality control information to relevant departments, service providers, etc.
 - Provide Technical Assistance to providers regarding quality control guidelines, testing procedures, and opportunities to eliminate deficiencies.
 - Monitor and inspect vendor and service provider facilities including internal and external areas.
 - Monitor and review participant files to extract samples quality control evaluation.
 - Review statistical reports issued by the State of Arizona (State) and Department of Labor (DOL) to stay abreast of issues in the field of quality control (i.e: Training Employment and Guidance Letters, Arizona State WIOA Policies and Guidance Letters, etc.).
 - Record, maintain, file and review Employer Information forms for content and accuracy.
- 2. Provide Technical Assistance on the State Automated System (AJC).**

Supporting Skills

- Run and examine various reports as needed (ie. Participants, Youth 5%, service providers, performance indicators, etc.).
 - Ensure minimal data entry corrections for provider activities, enrollments, and exits.
 - Identify participant and provider names on reports and monitoring lists from the State of Arizona.
 - Identify target items for training.
 - Assist with identifying problems and areas for improvement while
- 3. Provide Technical Assistance to Staff.**

Supporting Skills

- Assist with training/coaching of new staff on AJC systems and understanding Federal and State regulations, guidelines, and TEGLS.
 - Identify target items for training.
 - Demonstrate correct procedures.
 - Deliver focused feedback.
 - Provide technical assistance.
 - Update Provider information.
 - Assist with the development of new processes to identify possible problem areas and decrease data entry errors.
 - Keep abreast of all title 1B Programs regulations, TEGL's, State and Local policies, and other pertaining WIOA information.
- 4. Maintain DES and/or AJC Mainframe.**

Supporting Skills

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- Maintain knowledge of DES/AJC programs, including navigating of the Unemployment Insurance component.
- Ensure system integrity.
- Enter eligibility/enrollment into Client Database to track enrollments.
- Run assigned AJC reports.
- Proactively communicate with DES and/or State representatives.

5. Operating Databases

Supporting Skills

- Operating knowledge and use of all internal databases such as Integrated Services Delivery System (ISDS), Customer Referral System (CRS) etc.
- Interpreting/analysis of information on databases.
- Run reports for check & balance.
- Record participant and employer interviews as appropriate

6. Other

Supporting Skills

- Record/File/enter/ track various documents such as e-mails, finding letters, state reports, technical assistance records, interview records, annual certifications, etc.

CORPORATE VALUES

Integrity:

- Be a responsible corporate citizen committed to the health & safety of others, compliance with laws, regulations, and company policies;
- Behave in a businesslike manner demonstrating mature, professional actions;
- Be fair, honest, trustworthy, respectful and ethical in all engagements;
- Honor all commitments;
- Be accountable for all actions, success and failures.

Teamwork:

- Be committed to the common goal;
- Perform tasks in a manner that benefits the entire organization;
- Openly communicate up, down, and across the organization;
- Value the diversity of our workforce;
- Show willingness to make adjustment in schedules, and maintain openness to others' ideas of working approaches;
- Willingly share your resources.

Performance/Initiative:

- Focus on what is important, perform careful and thorough work;
- Establish and communicate clear expectations;
- Relentlessly pursue success;
- Strive for flawless execution;
- Work hard, celebrate successes and learn from failures;

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- Remain flexible, adapt to change and balance multiple priorities;
- Continuously look for ways to improve self, services and processes;
- Technical and Job knowledge; how well you demonstrate the understanding, knowledge and technical skills required for your job.

Learning:

- Commit to develop and improve throughout your career;
- Actively seek ways to build upon your capabilities;
- Learn from sharing past decisions and actions both good and bad to continuously improve performance;
- Demonstrate a willingness to use new and different approaches in completing tasks and offer resourceful solutions;
- Use creativity and imagination to develop new ideas and approaches;
- Improve by benchmarking and adopting best practices.

Corporate Level Contribution:

- Perform tasks in a manner that benefits the entire organization;
- Seek to consistently improve quantity, quality, accuracy and efficiency;
- Look for small improvements as well as major improvements;
- Identify and eliminate unnecessary work and non-value added activities;
- Optimize time and resources;
- Teamwork: how well you work with others and fit into the corporate culture.

Customer Service:

- Anticipate the needs of those served, and demonstrate true caring;
- Deliver the very best every day to make a difference;
- Continuously look for ways to improve self, services and processes;
- Demonstrate a positive attitude;
- Make and cheerfully spend time to consistently exceed clients' and colleagues' expectations;
- Show humility for the role played in the lives of others;
- Respect co-workers (by being on time, not using sarcasm, etc.), and appreciate similarities & differences of each employee.

CORE SKILLS

Language:

- Communicating: Communicating with others to convey information effectively.
- Comprehension: The ability to understand information and ideas presented (respond effectively to the most sensitive inquiries or complaints, effectively present information and/or respond to questions from groups of managers, clients, employers, customers, elected officials, and the general public).
- Speech Recognition: ability to identify and understand the speech of another person.
- Speech Clarity: ability to speak clearly so others can understand you.
- Writing: **The ability of communicating effectively in writing as appropriate for the needs of the audience.**
- Written Comprehension: ability to read and understand information and ideas presented in writing.

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- **Written Expression:** The ability to communicate information and ideas in writing so others will understand (write clear and concise memoranda without close supervision).
- **Reading Comprehension:** Read, analyze, and interpret general instructions, technical procedures, and government regulations (understanding written sentences and paragraphs in work related documents).
- Fluency in the English language required.

Mathematics:

- Apply mathematical concepts such as addition, subtraction, multiplication, division, fractions, percentages, and ratios.

Reasoning:

- **Problem Sensitivity:** ability to tell when something is wrong or is likely to go wrong (does not involve solving the problem, only recognizing there is a problem).
- **Deductive Reasoning:** ability to apply general rules to specific problems to produce answers that make sense (solves practical problems, collect data, establish facts, and draw valid conclusions).
- **Inductive Reasoning:** ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Critical Thinking:** use of logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Interpret a variety of technical instructions.

Technology:

- Demonstrate **proficiency** in software including but not limited to Microsoft Windows, Microsoft Office, Microsoft Excel, and Microsoft Access (Database).
- Demonstrate **proficiency** in Internet usage.

Socioeconomic:

- Maintain an awareness of socioeconomic factors bearing on unemployment, local labor community problems, and/or resources relating to the labor market.

Supervisory:

- **Active Learning:** Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Time Management:** Managing one's own time and the time of others.
- **Learning Strategies:** Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Has no direct supervisory responsibility.

Interpersonal:

- **Social Perceptiveness:** Being aware of others' reactions and understanding why they react as they do;

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- Service Orientation: Actively looking for ways to help people;
- Must possess excellent interpersonal skills;
- Must demonstrate excellent self-control and confidence during presentations;
- Must demonstrate a friendly and professional atmosphere.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Effective communication skills;
- Reach with arms and hands.
- Operate keyboard, mouse, copier, fax and other office equipment.
- Maintain close vision, distance vision, peripheral vision, depth perception, and adjust focus as needed for specific required tasks
- Lift at least 5 – 10 lbs.

Other:

- Must demonstrate the Core Values of the Organization.
- Demonstrate data entry and retrieval skills.
- Demonstrate appropriate interpersonal skills to accomplish tasks.
- Interpret federal and state rules and regulations.
- Must possess a valid Arizona Driver's License, reliable transportation, and current liability insurance (**\$100,000 Person/ \$300,000 Accident Bodily Injury and Property Damage**).
- Must possess or be able to obtain a Level One Fingerprint Clearance Card.
- Must clear a background check with Arizona Department of Child Safety.

EDUCATION AND EXPERIENCE

A Bachelor's degree in Human Services or Administration with two years of general work experience, or an equivalent combination of education and experience in human services or administration, demonstrating continuing levels of responsibility, equaling six years is required. Technical knowledge of WIOA Programs is highly desired.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level is usually moderate for an office environment.

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I acknowledge that I have been given a copy of this job description and I understand the duties and responsibilities stated within. I attest to my capacity to fulfill all such duties and responsibilities. This job description may be revised by the employer and I will be given a copy of revisions, additions, and/or deletions. I understand that I may be given additional related duties and will be required to follow any other instructions or directions given by my supervisor. I understand that any violations of all established policies and procedures may lead to disciplinary measures, up to and including termination.

Signature of Employee

Signature of Supervisor

Printed Name of Employee

Printed Name of Supervisor

Date Signed _____

Date Signed _____