

**YUMA COUNTY WORKFORCE DEVELOPMENT BOARD
YUMA PRIVATE INDUSTRY COUNCIL, INC
POSITION DESCRIPTION**

Title: Workforce Liaison
Reports to: Executive Director
Classification: Non-Exempt
Effective Date: July 30, 2019
Salary: \$21.95

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 Workforce Liaison is responsible for writing and updating all policies under Workforce Innovation and Opportunity Act (WIOA) and State of Arizona guidelines, as well as providing training on the program areas to all Service Providers. The Workforce Liaison works collaboratively with the Compliance Manager to ascertain training needs for the service providers, and to ensure performance levels are being met. Knowledge of WIOA Governance is highly desired.

The Workforce Liaison is responsible for **all aspects of the Eligible Training Provider List (ETPL)** as required by the Workforce Innovation and Opportunity Act, and State policy. The Workforce Liaison must be flexible and work on different projects as needed. Exceptional organizational skills and consistent follow-through are required.

This position requires extensive communication with key staff and service providers. Excellent interpersonal skills, a friendly helpful attitude, and the ability to provide feedback to a diverse group of employees are a **MUST** requirement. The person in this position must be systematic and develop mechanisms to ensure proper completion of all duties.

MISSION STATEMENT OF THE WORKFORCE DEVELOPMENT BOARD

To enhance our community by providing quality employment services in collaboration with partnering agencies.

Below is the framework of the essential duties assigned to the Workforce Liaison; however, other duties may be assigned as part of YPIC’s continuous improvement efforts, and/or as required by WIOA and/or as required by Arizona State policies. This job description may be revised at any time with or without notice.

ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

Equal Opportunity Employer/Workforce Auxiliary Aids and Services Are Available Upon Request To Individuals With Disabilities.

1. Writing Program Policy

Supporting Skills

- Read, analyze, and interpret federal regulations and State guidance
- Work closely with pertaining Local Board staff to establish and write, or update, local Program policies
- Disseminate the policy to all pertaining parties in a timely manner

2. Programmatic Training to Service Providers (including Support Services, Follow Up, etc.)

Supporting Skills

- Apply knowledge of Adult, Dislocated Worker and Youth programs
- Measure the levels of policy comprehension by the attendees
- Answer inquiries and clarify information in a professional and helpful manner
- Provide ongoing Programmatic guidance
- Train providers on the completion of Support Services
- Train providers on follow-up procedures
- Utilize various training approaches as needed by the audience (adjust techniques as needed to ensure understanding)
- Develop a system to measure the effectiveness of training intervention
- Systematically measure progress

3. Eligible Training Provider List

Supporting Skills

- Ensure distribution and appropriate use of the ETPL through the One Stop system;
- Assist in determining the initial eligibility of training providers;
- Coordinate with Department of Economic Security officials to ensure that training provider programs that are approved are placed on the statewide ETPL in a timely manner;
- Monitor training providers for compliance and performance;
- Review training programs for initial eligibility;
- Collect performance and cost information and any other required information related to programs from training providers;
- Executing procedures prescribed by DES to assist in determining the continued eligibility of all training programs;
- Evaluate performance data of all training providers during the continued eligibility review to verify that the training programs meet minimum performance standards.
- Consult with State ETPL Liaison in cases where termination of an eligible provider is considered;
- Ensure removal of training programs that are found to not meet ETPL requirements and performance levels and/or are out of compliance with provisions of the WIOA;

- Notify training providers and the State ETPL Liaison of denial of programs at the local level;
- Work with DES officials to ensure there is a sufficient number and types of training services, including eligible training providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities and serving the local area;
- Explain and provide to training providers an opportunity to appeal a denial or termination of eligibility of programs
- Explain procedures and opportunity for requesting appeals at the Local and State level
- Perform all data entry in the ETPL system for Yuma County.

4. Assist on Special Projects as needed

Supporting Skills

- Conduct research
- Compile information
- Edit Documents
- Prepare presentations
- Proofread documents and ensure accuracy

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;
- 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 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

- *Speaking: Talking to others to convey information effectively.*

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- Oral Expression: The ability to communicate information and ideas in speaking so others will understand (respond effectively to the most sensitive inquiries or complaints, effectively presenting information and responding to questions from groups of managers, clients, employers, customers, elected officials, and the public).
- Oral Comprehension: The ability to listen to and understand information and ideas presented through spoken words and sentences (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).
- 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 probability and statistical inference, 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 — the ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Critical Thinking: The 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

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

Socioeconomic

- Maintains 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.
- **No direct supervision..**

Interpersonal

- **Social Perceptiveness:** Being aware of others' reactions and understanding why they react as they do.
- **Service Orientation:** Actively looking for ways to help people.
- **Must possess excellent interpersonal skills.**
- **Must demonstrate excellent self-control and confidence during presentations.**

Physical Demands

- **Talk and hear.**
- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reach with arms and hands.**
- **Use hands and fingers to operate keyboards and other office equipment.**
- **Near Vision:** The ability to see details at close range (within a few feet of the observer).

Other

- **Demonstrate public speaking skills. Make oral presentations to groups in local and statewide activities.**
- **Demonstrate interviewing skills.**
- **Demonstrate data entry and retrieval skills.**
- **Demonstrate appropriate interpersonal skills to accomplish tasks.**
- **Interpret federal and state rules and regulations.**

- *Must possess or be able to obtain a valid AZ Level One Fingerprint Clearance Card.*
- *Must possess or be able to obtain an Arizona Driver's License, reliable transportation, and current full coverage insurance.*
- *Must clear a background check with Arizona Depart. of Child Safety.*
- *Must possess a valid Level One Arizona Driver's License, reliable transportation, and current liability insurance (100,000/300,000 minimum).*
- *Must clear a background check with Arizona Department of Child Safety.*
- *Must demonstrate the Core Values of the Organization and abide to all YPIC's policies.*

EDUCATION AND EXPERIENCE

Bachelor's degree in Business Administration, Social Services, Professional Writing, or related field AND three years of progressively responsible experience in government funded programs, OR an equivalent combination of education and work experience that provides the knowledge, skills, and abilities to effectively perform the tasks included in this position.

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.

I acknowledge that I have been given a copy of this job description and I understand the duties and responsibilities stated in. 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 _____