



Program Coordinator

Reports to Regional Managers and Director of WIOA Programs.

Job Summary:

Under the direction of the Regional Managers and Director of WIOA Programs, provides programmatic technical assistance to delegate agencies.

Key Responsibilities and Duties:

Provides technical assistance to delegate agencies on a variety of programmatic matters including but not limited to: customer flow review; implementation of WIOA regulations; mandated order of services; general compliance with local, state, and federal policies; and proactive measures for avoiding audit findings and ensuring quality service delivery.

Presents training workshops on regulations and procedures.

Provides instruction on Career Connect.

Responds to questions and requests for assistance from the Career Connect help desk.

Conducts on site reviews for quality and compliance with regulations.

Assesses delegate agency need for intervention and trouble shoots problems.

Assists with internal coordination and management of the delegate agencies.

Compiles and collects feedback from other units on delegate agency performance.

Assists delegate agency in responding to deficiencies.

Assists providers in implementation of key policies and procedures including compliance with EO guidelines.

Identifies issues and/or best practices among delegate agencies.

Prepares reports on agency progress and performance.

Receives and reviews reports and outcome data.

Assists with Community Outreach.

Assists with promoting and staffing large scale recruiting events or resource fairs.

Shares best practice ideas from the field.

Assist with connecting resources among delegate agencies.

Collects and updates contact lists.

Assists with general communication to agency.

Minimum Qualifications:

- Graduation from an accredited college or university with a Bachelor's Degree supplemented by two (2) years of full-time professional paid work experience in program management, auditing or monitoring in the fields of workforce development or other federally/state funded grant programs **OR** six (6) years of work experience performing these job duties **AND**
- Two (2) years of full-time paid professional work experience providing fiscal or programmatic assistance with programs funded through the Workforce Innovation and Opportunity Act (WIOA) is preferred.
- Possession of a valid Driver's License and proof of automobile insurance.
- Proficiency in Microsoft Word, Outlook, Excel

Knowledge, Skills, Abilities and Other Characteristics:

Thorough understanding of federal, state and local legislation and regulations.

Considerable knowledge of the Workforce Innovation and Opportunity Act and related entities.

Knowledge and ability to provide guidance and advice to workforce development organizations regarding grant requirements.

Knowledge of and ability to assist in liaison activities for reporting requirements with state, federal or local entities.

Knowledgeable in a wide array of computer software applications including Microsoft Windows and grant specific software programs.

General knowledge of needs, concerns and issues facing the communities served by The Partnership.

Excellent interpersonal skills in dealing with numerous individuals from various agencies.

Skilled in writing and editing professional documents.

Ability to work in a fast-paced, deadline driven, results-oriented environment.

Excellent organization/time management skills.

Ability to implement and supervise programmatic changes.

Ability to demonstrate tact and diplomacy dealing with employee issues in a wide range of diverse situations.

Ability to institute problem solving techniques in diverse and sometimes emotional situations.

Ability to identify errors, irregularities and illegal acts and take appropriate action.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.