

Southeast Arkansas Economic Development District, Inc.

JOB ANNOUNCEMENT:

Workforce Innovation & Opportunity Act (WIOA) Position Available:

Administrative Specialist- Arkansas Workforce Center at Pine Bluff

Seeking skilled candidates who meet the qualifications described below:

Please send cover letter, resume' and SEAEDD Employment Application (*download from website*) to:

Gary Goggans, WIOA Regional Manager – SEAEDD, Inc.

Via email to: gary.goggans@southeastarkansas.org

Positions open until filled. *No phone calls please.*

JOB DESCRIPTION

JOB TITLE: WIOA Administrative Specialist

LOCATION: Arkansas Workforce Center at Pine Bluff
1001 Tennessee St., Pine Bluff Arkansas

SUPERVISOR: WIOA Regional Manager

CLASSIFICATION: Full Time, Non-Exempt

DESCRIPTION:

The Administrative Specialist shall be responsible for playing a large role in the implementation and preservation of the Workforce Innovation and Opportunity (WIOA) Act within the geographic area assigned. The person filling the position must work with minimum supervision and work with the Regional Manager to assure that all components of the WIOA program meet the requirements as established in the WIOA Law and regulations and as set forth by the local workforce development board.

RESPONSIBILITIES/DUTIES:

- Assist with special projects/grants/programs related to Workforce Development
- Assist WIOA Regional Manager in miscellaneous duties related to workforce center operations.
- Serve as intake person and registrar for WIOA services and Arkansas Workforce Center services.
- Provide direct customer service to applicants by conducting pre-interviews, initial assessments and providing participants with the full array of services available in workforce centers.
- Identify, recruit, and assist participants from targeted populations for WIOA Programs.
- Serve as a resource coordinator for the office and work closely with partner agencies to refer customers for appropriate services.

- Prepare materials for marketing events and other workforce-related/sponsored activities.
- Operate in receptionist role, greeting customers and answering phones.
- Assist with the day-to-day field work of special projects.
- Represent the agency at marketing events and other workforce-related/sponsored activities.
- Substitute at other centers when staff coverage is low.
- Document events and services provided to participants using a computer software management information system and customer visit log.
- Assist jobseekers in securing employment.
- Assist with providing follow-up services, including but not limited to mentoring on the job and continual retention services throughout a 12-month timeframe.
- Develop reports of workforce center activity and data related to assigned office and geographic region.
- Ability to utilize and understand laws, regulations, policies, and procedures to perform all aspects of job responsibilities.
- Other duties assigned by management.

SKILLS/QUALIFICATIONS:

- Formal equivalent of a High School Diploma with some college preferred. Relevant and related work experience may be substituted.
- Self-Ability to manage one's time efficiently to meet deadlines, problem-solve and be self-sufficient while working with little supervision, but with high ethical standards.
- Regular, reliable, and non-disruptive attendance is an essential job duty, as is the ability to create and maintain collegial, harmonious working relationships with others.
- An advanced skill set in word processing, communications, preparation of reports, data entry and other administrative skills.
- Excellent communication skills – written and verbal.
- Extremely organized and detail oriented, ability to prioritize projects, multi-task, strong problem-solving skills and good research skills.
- Proficiency in understanding protocol while communicating with colleagues, partners and leaders in the community.
- Knowledge of general business operations.
- Skilled and proficient in spelling, word processing, filing, punctuation and basic bookkeeping practices.
- Use of proper grammar and telephone etiquette.
- A dynamic, positive self-starter who is able to work autonomously.
- Ability to critically think and take initiative.
- Ability to handle multiple projects with the understanding of urgency in meeting impending deadlines.
- Ability to operate office machines and equipment.
- Knowledge of computer programs Microsoft Word, Outlook, Excel & PowerPoint, etc.
- Must possess a valid Arkansas driver's license and automobile insurance.

SPECIAL WORK CONDITIONS:

Ability to operate a motor vehicle and travel in state.