



Job Announcement for the position of:

Workforce System Support Technician

Salary: \$23.50 - \$30.00 hourly, depending upon qualifications

DEADLINE TO APPLY: 5:00 p.m. on Tuesday, May 31, 2022

The Alameda County Workforce Development Board (ACWDB) Department is hiring a Workforce System Support Technician to work within the Workforce Services Support Team (WSST) unit. **This is a full-time, temporary project position that is anticipated to last a minimum of 12 months with the possibility of extension – and eventually the ability to compete for the permanent position.** The position will be considered full-time – which is 37.5 hour per week.

The Workforce System Support Specialist provides support to the WSST unit in accomplishing their goals of providing training and technical support to Alameda County’s workforce development system. Additionally, the WSST unit is responsible for conducting monitoring reviews of participant casefiles to ensure compliance with federal, state, and local guidelines – and for supporting ACWDB’s Business Services Unit with Customized and/or Incumbent Worker Training Projects.

ACWDB receives funds through the Workforce Innovation and Opportunity Act (WIOA) and other discretionary grants to administer workforce programs for Alameda County outside the City of Oakland. ACWDB provides grant funding through a procurement process to community organizations and local education agencies that serve adult, dislocated worker, and youth job seekers, in addition to employers. ACWDB provides oversight to programs funded through this workforce system. Visit the ACWDB website www.acwdb.org for more information.

The Workforce System Support Specialist Position:

In support of the Workforce Services Support Team (WSST), the Workforce System Support Specialist will be responsible for:

1. Providing technical support and training to programs and staff within ACWDB’s workforce system.
2. Performing case-file reviews to ensure compliance with:
 - Eligibility requirements; and
 - Case management requirements.
3. Traveling to various locations within Alameda County and sometimes to neighboring counties.
4. Providing program orientation to potential customers:
 - Businesses; and
 - Job seekers.
5. Conducting WIOA registration sessions for laid-off or incumbent workers and/or job seekers.
6. Collecting documentation relevant to the determination of eligibility.
7. Making final determination of WIOA and discretionary program eligibility.
8. Managing participant casefiles.
9. Following up individually with participants to gather post-training/post-exit employment data.
10. Utilization of the CalJOBS tracking system to record and track:
 - Program eligibility.
 - Enrollment into training.
 - Generating case-notes for participants.
 - Engaging in post-exit follow up for participants.
 - Generating reports from the CalJOBS system.

11. Facilitating training sessions for community-based organizations and sub-contractors covering:
 - Eligibility for program services.
 - Conducting orientation and intake/registration sessions.
 - Case-Management best practices.
 - Compliance with all required aspects of service delivery.
 - Managing Contract Performance for service providers.
12. Working closely with other members of the WSST and other staff within the ACWDB Department.
13. Day-to-day technical support for intake workers, case-managers, and business assistance staff.
14. Other project work as is deemed relevant, necessary, and reasonable.

MINIMUM QUALIFICATIONS:

1. The equivalent of completion of two years of college (90 quarter units or 60 semester units) from an accredited college or university.
- AND**
2. The equivalent of two years full-time experience working in a clerical or administrative capacity in any of the following types of organizations:
 - Public, community-based, or Social Service agencies or organizations where the work involved some of the following elements:
 - Documentation collection and/or review
 - Application processing
 - Financial calculations; or
 - Recordkeeping.
- AND**
3. Demonstrated proficiency using various computer applications, including, but not limited to:
 - Microsoft Office Suite of Programs (Office 365, Word, Excel, PowerPoint, Outlook, Teams, One Drive; etc.)
 - Customer Relationship Management (CRM) Software
 - Zoom Meeting Platform

(Additional experience may be substituted for education on a year-for-year basis.)

Desired Skills, Abilities, and Experience:

Below is a list of skills, abilities, and experience that an ideal candidate should possess.

- Knowledge and experience in workforce development and/or community services.
- Knowledge of administrative and clerical procedures and systems.
- Experience managing files and records.
- Experience with public speaking.
- Resourcefulness in following up with participants post-exit.
- Ability to learn software-specific skills quickly.
- Ability to communicate effectively both verbally and in writing.
- Ability to read and interpret technical and legal language.
- Currently valid California Driver’s License.
- Properly registered and insured vehicle.

Application Process:

- Submit resumes to:
Oakland Private Industry Council
Attn: Patsy Angelillo
Preferred submittal through email: patsya@oaklandpic.org

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- Letters of Recommendation and References may be submitted with resumes.
- Interviews may be scheduled during the week of June 13, 2022
- The anticipated start date for this position is Monday, June 27, 2022.