

## HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

<b>Job Title:</b>	Administrative Services Coordinator
<b>Operational Reports to:</b>	Director, Virginia Career Works Administrative Services
<b>General Classification:</b>	Operations
<b>Employment Status:</b>	Full-time, Regular
<b>Last Review:</b>	April 1, 2022, <i>Subject to change as merger integration evolves.</i>

### **GENERAL STATEMENT OF RESPONSIBILITIES**

This position serves as the Hampton Roads Workforce Council's (Council) Administrative Services Coordinator and coordinates, oversees, and/or performs a wide variety of Management Information System (MIS), participant funds tracking obligation/ de-obligation controls, Eligible Training Provider List (ETPL) maintenance and participant reporting activities in support of the Council and the programs it administers, as authorized under the Workforce Innovation and Opportunity Act (Public Law 113-128) of 2014 and other similar grant funded initiatives.

### **ESSENTIAL JOB FUNCTIONS**

- Provides for the overall maintenance and management of the State Participant Management Information System and its database of participant records, in accordance with State and Federal requirements. Coordinates with VCW staff in that regard, accordingly.
- Facilitates the ongoing maintenance of the ETPL.
- Conducts and documents periodic data validation reviews in order to ensure consistency between physical and electronic participant records.
- Conducts and documents the Adult/ Dislocated Worker Internal Controls Process, in accordance with HRWC Policy.
- Reviews invoices from subcontractors and/or ITA Vendors to ensure consistency, budget compliance and proper documentation, and makes recommendations for payment.
- Generates regular and ad hoc VCW System Performance Summary, ITA Vendor Performance, HRVEC Performance and HRWC Grant Performance Reports, in addition to, other VCW activity reports that may be requested.
- Tracks and reports ongoing WIOA Priority of Service population levels and TRADE participant co-enrolment requirements.
- Facilitates the ongoing training cost obligation/de-obligation control process at the VCW Center level and maintains the regular participant Case Management Log.
- Oversees the Job Seeker and Employer Customer Satisfaction Survey Process and periodically generates summary reports.
- Assists in the coordination, supervision, and completion of special projects as appropriate.
- Establish and maintain excellent working relationships with vendors.
  
- Supervise personnel which may include performance evaluation, training, work allocation, and problem resolution.

## **HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION**

- Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

- Supervises the ETPL/ VaWC Support Technician, Administrative Services Specialist and other personnel that may be assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Board of Director's Vision, Mission and Values. Senior level employees are also expected to lead by example and demonstrate the highest level of energy, ethics and professional decorum.

### **REQUIRED KNOWLEDGE**

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, skill, and/or ability required.

### **SKILLS AND ABILITIES**

- To be aware of and comply with all policies and procedures of the Council, upholding organization values and client confidentiality.
- Ability to work as a team member.
- Ability to deal with a fast-paced business driven work environment in an effective and professional manner.
- Ability to analyze and evaluate procedures and work methods and to exercise appropriate judgment in establishing training/work priorities.
- General knowledge of personal computers and related peripheral equipment. Comprehensive knowledge of Microsoft Office 2016 or newer.
- General knowledge of office systems, practices and administration.
- Ability to function independently.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective work relationships and to deal effectively and courteously with the public and businesses.

### **LANGUAGE SKILLS**

- Ability to respond effectively to staffing issues, customer inquiries and complaints and other sensitive program related matters; and
- Ability to effectively present and report both qualitative and quantitative information to both small and large groups, committees, boards, etc.

### **MATHEMATICAL SKILLS**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent.

## **HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION**

### **REASONING ABILITY**

- Ability to apply principles of logical thinking to a wide range of organizational and service delivery challenges and issues; and
- Ability to deal with a variety of competing interests, abstract and/or concrete variables.

### **EDUCATION AND EXPERIENCE**

Requires an associate's degree and two (2) years of office work experience preferred. Proficiency in the use of computers, other standard office equipment and standard office practices; strong working knowledge of word processing, spreadsheet and other office related software applications; and, strong database management skills, are required.

### **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and a valid driver's license. Because this position will support regional infrastructure, travel using dependable personal transportation and current auto insurance coverage will be expected. Mileage reimbursement will be provided per agency policy.

### **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

### **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.