

## HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

<b>Job Title:</b>	ETPL/ VaWC Support Technician
<b>Reports to:</b>	Administrative Services Coordinator
<b>General Classification:</b>	Operations
<b>Employment Status:</b>	Full-time, Regular or Part-time Regular
<b>Last Review:</b>	April 1, 2022, <i>Subject to change as merger integration evolves.</i>

### **GENERAL STATEMENT OF RESPONSIBILITIES**

This position performs technical work involving the accumulation and maintenance of participant and training provider/ training program data in the maintenance of the Eligible Training Providers List (ETPL), maintenance of the Case Management Log, provision of staff assistance regarding data entry problems related to the Virginia Workforce Connection (VaWC) State Management Information System, and preparation of reports as authorized under the Workforce Innovation and Opportunity Act (Public Law 113-128) of 2014 and other similar grant funded initiatives. The position works in an electronic and paper documentation environment.

### **ESSENTIAL JOB FUNCTIONS**

- Work closely with all staff of the One-Stop and training providers to ensure that program records are correct, complete and, where applicable, entered timely into all required electronic databases.
- Assist in validation reviews of participant and training provider/ training program records.
- Maintain the electronic Case Management Log.
- Prepare ITA vendor reports and other reports as required.
- Assist staff with the resolution of VaWC data entry problems.
- Maintain all aspects of the VaWC ETPL in accordance with State and Federal requirements.
- Perform related tasks as required.

### **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 Directors' Vision, Mission and Values.

### **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.

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- 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.
- Technical ability to work within a structured Management Information System (MIS).
- Comprehensive technical knowledge of the use of personal computers, related peripheral equipment and various software applications.
- 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.

### **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 degree in statistics, behavioral science or related field. General knowledge of statistics and their uses; ability to use a personnel computer; ability to communicate effectively both orally and in writing. Ability to gather and record information accurately; ability to effectively analyze data; ability to establish and maintain effective working relationships.

### **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 workstation.

### **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.

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### ENVIRONMENTAL EXPOSURES

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