



JOB TITLE: Workforce Development Program Support Assistant

WFD-WO/5

DEPARTMENT: Workforce Development – Waycross

JOB SUMMARY: This position is responsible for performing programmatic and administrative support duties for the Workforce Development Department.

MAJOR DUTIES:

- ❖ Assists with the review and evaluation of service provider invoices.
- ❖ Enters supportive service payments and cost commitments in the Virtual One Stop (VOS) data management system. Prints monthly reconciliation reports and presents to WIOA Program Monitor.
- ❖ Assists WIOA staff on changes and modifications to contracts; types contract modifications, and distributes to appropriate persons.
- ❖ Assists with the preparation of all WFD meetings.
- ❖ Prepares correspondence, emails, requisitions and reports.
- ❖ Maintains SGRC Directory of Services and Local Officials.
- ❖ Assists with the annual updates of the SGRC Program and Activities brochure.
- ❖ Assists in the creation of the SGRC monthly newsletter.
- ❖ Maintains program calendar.
- ❖ Assists staff with travel arrangements.
- ❖ Copies and distributes documents.
- ❖ Establishes and maintains a filing system for information and documents for the WFD department including:
  - Contracts
  - RFP's
  - WDB Meetings

- Executive Committee of Chief Local Elected Officials
- Other
  
- ❖ Attends meetings, conferences, seminars and other training activities related to providing services to WIOA customers.
  
- ❖ Performs other related duties as assigned.

**KNOWLEDGE REQUIRED BY THE POSITION:**

- ❖ Knowledge of the principles and practices of records management.
- ❖ Knowledge of modern office practices and procedures.
- ❖ Skill in performing mathematical calculations with accuracy and completeness.
- ❖ Skill in establishing and maintaining effective partnerships with co-workers and service providers.
- ❖ Knowledge of the commission's mission, policies, and procedures.
- ❖ Knowledge of generally acceptable formats for various reports.
- ❖ Skill in operating a computer and standard office equipment.
- ❖ Skill in preparing and presenting various reports.
- ❖ Skill in public and interpersonal relations.
- ❖ Skill in verbal and written communication.

**SUPERVISORY CONTROLS:** The Workforce Development Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include departmental policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of varied programmatic and administrative duties. Strict regulations contribute to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to provide administrative support for the work of the department. Success in this position contributes to the efficiency and effectiveness of department operations.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, employers, officials of

other agencies, recipients of direct services, and members of the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give and exchange information, resolve problems, and provide services.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table, or while intermittently sitting, standing or stooping.

**WORK ENVIRONMENT:** The work is typically performed in an office.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None.

**MINIMUM QUALIFICATIONS:**

- ❖ Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of a high school diploma or equivalent.
- ❖ Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- ❖ Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Supervisor Signature*

\_\_\_\_\_  
*Date*