# Harrisburg Area Community College
## Classification Description

**Classification Description Title:** Site Administrator

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<th><strong>FLSA Status:</strong></th>
<th>Exempt</th>
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**Classification Summary:** To direct and coordinate the activities of a one-stop workforce development facility of both public and private service providers. Incumbent responsibilities generally include developing internal/external partnerships; evaluating program delivery and recommending modifications based on trends, technology, and needs assessments; conducting research and analyzing information; developing program communications; and monitoring program grants/budgets. Incumbents may supervise technical and support staff.

**Typical Classification Essential Duties:** (These duties are a representative sample; position assignments may vary.)

1. Serves as liaison to the WIB.
3. Develops and implements the CareerLink Business Plan to ensure efficient delivery of services and optimal use of available staff and resources.
4. Monitors adherence to provisions of the Business Plan. Interpret and communicate the strategic objectives, policies, and standards of the WIB and state office to CareerLink partners. Plan and schedule staff meetings and conferences to broadcast new and/or revised procedures and policies.
5. Provides overall guidance and supervision to all CareerLink staff. Work with appropriate level CareerLink partner supervisory staff to assign work and to resolve issues to ensure an efficient and customer oriented operation.
6. Determines and develops, in concert with partners, the means to meet operation needs, i.e. training, technical assistance, and additional resources for CareerLink staff.
7. Be aware of and ensure compliance with Equal Opportunity (EO) and Americans with Disabilities Act (ADA) regulations.
8. Ensures the sharing and maintenance of data with the CareerLink sites. Continually monitors and evaluates performance and data relative to customer needs and satisfaction. In concert with partners, develop, maintain, and revise plans for the continuous improvement of CareerLink initiatives and delivery of services. The site administrator will utilize quality improvement techniques in order to best meet the needs of the job seeker and employer at the Core, Intensive, and/or Training levels of services.
9. Develops and coordinates with partners a program of marketing regarding CareerLink programs and services. Maintains an active relationship and liaison with local business, civil, social, employer, educational facilities and other community based organizations to promote CareerLink services and recruit new partners. Maintain liaison with Chambers of Commerce and local industrial committees, boards and advisory groups. Give public presentations on CareerLink services including television and radio interviews.

10. Provides onsite responsibility on behalf of the partnership for construction projects related to renovations and changes to the physical site.

11. Chairs CareerLink Operator Consortium partner meetings at times.

12. Recruits additional investor partners for the CareerLink site and facilitate their integration into the facility.

13. Utilizes conflict resolution skills to resolve complaints from customers to facilitate resolution of issues between partners. This may involve meeting with Union representatives to discuss issues to resolve differences. Participate in labor/management health and safety meetings.

14. Creates a professional and inviting atmosphere that will encourage both employers and job seekers to avail themselves of the services.

15. Assists the One-Stop operator to guarantee that all programs meet or exceed federal and state mandated performance standards.

16. Assists in the process of grant and proposal writing at times.

17. Represents the CareerLink in Economic Development initiatives within the community. Helps plan and coordinate the delivery of services including rapid response and specialized efforts to meet local needs.

18. Attends state and regional one-stop and CareerLink meetings as appropriate.

19. Advise and assist HACC staff with case management and business representative duties and issues required under WIA.

20. Approves and reviews Individual Training packets (ITA) and On-the-Job Training packets (OJT) contracted under the Workforce Investment Act (WIA).
**Training and Experience** (positions in this class typically require):
Bachelor's Degree and three years of progressively responsible experience in area assigned; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

**Licensing Requirements** (positions in this class typically require):
- None Required.

**Knowledge** (position requirements at entry):
Knowledge of:
- Supervisory principles;
- Budget administration principles;
- Program management principles;
- Strategic planning principles;
- English grammar, language, spelling, and punctuation;
- Assigned subject(s) content;
- Testing procedures and policies;
- Recordkeeping principles;
- Referral agencies and programs;
- Applicable federal, state, and local laws, rules, and regulations.
HARRISBURG AREA COMMUNITY COLLEGE
CLASSIFICATION DESCRIPTION

CLASSIFICATION DESCRIPTION TITLE: SITE ADMINISTRATOR

Skills (position requirements at entry):
Skill in:
• Supervising and evaluating employees;
• Prioritizing and assigning work;
• Using a computer and applicable software applications;
• Analyzing and developing policies and procedures;
• Ensuring compliance with applicable federal, state, and local laws, rules, and regulations;
• Organizing work and performing multiple tasks;
• Maintaining records and preparing reports;
• Exercising judgment and discretion;
• Preparing and presenting training materials;
• Maintaining various confidential records;
• Developing and preparing a variety of correspondence, records, reports, documents and forms;
• Applying applicable local, state and federal laws, rules, and regulations;
• Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical Requirements:
Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE:
The above job classification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:
Created: 9.9.09

_____________________________________ ______________________________
Signature of Employee    Date

_____________________________________ ______________________________
Signature of Supervisor    Date
CLASSIFICATION DESCRIPTION TITLE: SITE ADMINISTRATOR