CLASSIFICATION DESCRIPTION

CLASSIFICATION DESCRIPTION TITLE: SITE LEADER

FLSA STATUS: Nonexempt

CLASSIFICATION SUMMARY: To provide oversight of Title I process and protocols of CareerLink staff with regard to program requirements which are specific to the employee’s job position. Advise and direct staff with services performed regarding client services within the local CareerLink. Coordinate services with CareerLink partners and staff. Review files, forms, and documents for quality assurance purposes. This position is supervised by the Title I Coordinator and works under general supervision. Employees in this position are expected to be able to work in an independent manner with a minimum of direction and supervision.

TYPICAL CLASSIFICATION ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1. Understands the CareerLink Business Plan to ensure efficient delivery of services and optimal use of available staff and resources.
2. Monitors adherence to provisions of the Business Plan. Interprets and communicates the strategic objectives, policies, and standards of the WIB and state office to management and staff.
3. Provides overall guidance and information regarding Title I and WIB to all staff. Works with appropriate level CareerLink partner staff to assign work and to resolve issues to ensure an efficient and customer-oriented operation.
4. Determines and develops, in concert with CareerLink partners and Title I Coordinator, the means to meet operation needs, i.e. training, technical assistance, and additional resources for CareerLink.
5. Ensures the sharing and maintenance of CareerLink data. Continually monitors and evaluates performance and data relative to customer needs and satisfaction. In concert Title I Coordinator, Site Administrator and CareerLink partners, develops, maintains, and revises plans for the continuous improvement of CareerLink initiatives and delivery of services.
6. Utilizes conflict resolution skills to resolve complaints from customers and to facilitate resolution of issues between partners.
7. In conjunction with Site Administrator and Title I Coordinator, initiates or adjusts the scheduling of HACC Title I staff to perform CareerLink integrated services and rapid response activities.
8. Consults and provides guidance to staff in finding solutions for client situations and problems.
9. Assures that job seeker customers receive appropriate case management and employment and training services.
10. Assures that employers receive appropriate business services.
11. Attends staff meetings, training sessions and workshops.
12. Assists in the career resource center to provide assistance as needed to job seeker customers.
13. May help to set up and operate job fairs and other special events.
14. Interacts with staff of various agencies and the general public as necessary to carry out job functions; attends meetings, seminars, and presentations; gives presentations as necessary.
15. Attend meetings and training sessions to keep current in understanding of issues and communicates with staff as appropriate.
16. Provides orientation and training for new employees.
17. Intercedes with other management on behalf of staff to resolve problems or expedite cases.
18. Reviews job verification forms, supportive service requests, ITAs, OJT's, work experience, and community service contracts.
19. Assists in the process of grant and proposal writing at times and with the research and development of additional revenue sources.
20. Helps plan and coordinate the delivery of services, including rapid response and specialized efforts to meet local needs.
21. Attends state and regional one-stop and CareerLink meetings as appropriate.
22. Performs additional duties as required.

Training and Experience (positions in this class typically require):
Associate’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.

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

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Signature of Employee       Date

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Signature of Supervisor     Date