

**COUNTY OF CARBON
JOB ANNOUNCEMENT
NON-UNION**

BULLETIN 5

POST DATE: January 13, 2022

APPLICATION DEADLINE DATE: January 27, 2022

*Applications to be filed with Human Resources Department – County Administration Building
mail: Carbon County Human Resources, PO Box 129, Jim Thorpe, PA 18229, or
email: carbonhr@carboncounty.net or
fax: 570-325-9492*

POSITION: Coordinator (TANF&WIOA)

DEPARTMENT: TANF & WIOA

RATE OF PAY: \$13.84 per hour

HOURS WORKED: 8:30 a.m. – 4:30 p.m.

OVERALL OBJECTIVE OF JOB: Support and assist Carbon County Workforce Training office as well as PA CareerLink® Carbon County with day-to-day office coordination functions, as well as administration duties as assigned within the department. The Coordinator position first and foremost supports WIOA & TANF Caseworkers, as well as other office coordination duties such as answering phone calls and emails, supporting customers, and filing paperwork all within compliance of applicable federal rules and regulations.

QUALIFICATIONS:

Education/Training: High School Diploma or GED, plus computer training required. Associates Degree or higher in Business or Social Service field preferred.

Work Experience: 1 year working experience including general office skills, customer service, and computer knowledge. Excellent communication skills required.

ESSENTIAL FUNCTIONS OF JOB:

1. Acquire and maintained a detailed knowledge Employment and Training guidelines, WIOA eligibility, and PA CareerLink® processes.
2. Effectively learn and utilize CWDS system for daily tasks as needed.
3. Provides assistance with case management activities for TANF and WIOA programs.
 - a. Open/Close CWDS program activities for individuals
 - b. Monitor client and case activities which can include attendance, program activities, and program requirements.
 - c. Perform follow up and retention activities on individual cases as assigned, including phone calls, emails, and letters of contact.
 - d. Provide resume and cover letter assistance to clients.
 - e. Provide assistance and instruction on interviews, phone skills, uses of references, and job searches.
 - f. Complete CWDS data entry tasks as it applies to cases.
 - g. Assemble and maintain case records in accordance with all applicable compliance guidelines, which can include required documents, attendance, and case notes.
 - h. Complete and verify all eligibility requirements for TANF and WIOA participant case files.
 - i. Support orientation for new participants as needed.
4. Coordinate and support Reception and Customer Service functions of Carbon County Workforce Training and PA CareerLink® Carbon County as needed.
 - a. Answering and directing customer calls to the correct destination.
 - b. Providing first point of contact support for customers from the front desk or by phone, which can include referring individuals to services or contacts, answering general questions, and providing necessary customer service.
 - c. Recording and distributing communications and messages as needed.
 - d. Greet and assist walk-in customers as needed, providing necessary information and/or paperwork and referring to correct support or information.
 - e. Support other reception functions as needed.
5. Assist customers of PA Careerlink® Carbon County in the use of the Internet based Pennsylvania Careerlink® system as well as other assistance duties as assigned in the Career Resource Center (CRC). This includes, but is not limited to job search, resume preparation, locating training providers, and referral to partner agencies.
6. Receives and transmits e-mail.
7. Types and proofreads letters, emails, reports, and other documents as required to perform duties of the job.
8. Establishes and maintains appropriate filing and record-keeping systems.
9. Utilizes computer, scanner, calculator, copier, fax and other office machines as required to complete essential job functions.

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KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Must be able to speak and understand the English language in an understandable manner in order to carry out essential functions of job.
2. Must possess good communication and interpersonal skills.
3. Must possess ability to function independently, have flexibility and ability to work effectively with clients, co-workers and others.
4. Must possess ability to maintain confidentiality in regard to client information and records.
5. Must possess the technical knowledge of operating personal computers and other office equipment with accuracy and reasonable speed.
6. Must possess a willingness to travel as needed to carry out essential job duties.
7. Must possess demonstrated proficiency in office practice and clerical skills, including computer and file maintenance.
8. Must possess ability to learn and comply with provisions of federal rules and regulations and Department of Labor and Industry policies and procedures, and to keep updated on any applicable changes to these policies/procedures.
9. Must possess the ability to interact appropriately with applicants and others in dealing with WIOA programs and procedures.
10. Must possess the ability to learn all aspects of the programs offered through WIOA and explain such programs and requirements to applicants and others.
11. Must possess the ability to maintain accurate and appropriate files, both in computer and general record keeping procedures.
12. Must possess the ability to conduct appropriate and effective interviews and to obtain required information and to administer general skills tests and score them uniformly for all applicants.
13. Must possess the knowledge of the methods, practice, and procedures of assessing skills and abilities.
14. Must possess the knowledge of the local economic, social and cultural characteristics.

WORKING CONDITIONS:

1. Works indoors in adequate workspace, lighting, temperatures, but subject to fluctuations in ventilation.
2. Moderate exposure to noise and stress, with frequent disruptions.
3. Normal indoor exposure to dust/dirt.
4. May be subject to occasional travel, as necessary to carry out job duties.

PHYSICAL/MENTAL REQUIREMENTS:

1. Must possess ability to record, convey and present information, explain procedures and follow instructions.
2. Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, carrying, grasping and reaching as necessary to carry out job duties.
3. Dexterity requirements range from precise to simple movement off feet/legs, precise finger/hand movement to operate computer or coordinate movement of torso as necessary to carry out job duties.

EQUAL OPPORTUNITY EMPLOYER