

**WORKFORCE DEVELOPMENT COORDINATOR****Nature of Work**

Under administrative direction, responsible for the coordination management of programmatic activities of the Governor's Workforce Investment Office (GWIO); performs statewide problem resolution in the delivery of services; responsible for statewide consultative services and monitoring in the program/functional area. Performs related work as required.

**Examples of Work**

Interacts/consults with appropriate local, state, and federal officials as necessary for the development of programs and policies related to Equal Employment Opportunity, ADA compliance, and customer service issues.

Ensures compliance with federal and state laws and regulations governing Equal Employment Opportunity, ADA compliance, and related customer service issues.

Assists in the development of monitoring and controls for Equal Employment Opportunity, ADA compliance, and customer service issues.

Monitors compliance with applicable federal and state laws and regulations for Equal Employment Opportunity, ADA compliance, and customer service issues through field visits, preparation of reports, or other means as necessary or required by law.

Investigates concerns or issues surrounding Equal Employment Opportunity, ADA compliance and customer service issues, reporting the results of any such investigation, and offering recommendations for resolution of issues as needed.

Maintains an awareness of trends/developments in the areas of Equal Employment Opportunity, ADA compliance, and customer service issues and acts as a resource for other division personnel or local WIB or One Stop Center personnel on such issues.

Represents the GWID at meetings regarding Equal Employment Opportunity, ADA compliance, and customer service issues as instructed by the division director.

**Knowledge, Skills and Abilities**

Knowledge of federal and state laws governing GWIO activities and programs.

Knowledge of the organization function and policies of local workforce investment boards and councils.

Knowledge of current social economic and demographic factors related to an impacting on workforce development.

**WORKFORCE DEVELOPMENT COORDINATOR (CONT'D)**

**Knowledge, Skills and Abilities (Cont'd)**

- Knowledge of current trends in workforce development such as vocational/adult education and occupational assessment.
- Knowledge of state, federal and community resources available for workforce development initiatives.
- Ability to comprehend and interpret states and federal laws in the program area.
- Ability to gather organize and evaluate a variety of facts as a basis for programming decisions.
- Ability to interact in a courteous and tactful manner with federal/state/local government officials, community and industry leaders and the general public.
- Ability to communicate effectively, both orally and in writing.
- Ability to use computers.

**Minimum Qualifications**

- Training: Graduation from an accredited four-year college or university.
- Substitution: Additional qualifying experience as described below may be substituted for the required training on a year-for-year basis.
- Experience: Four years of full-time or equivalent part-time paid experience in providing technical or programmatic assistance to staff, users or participants in an employment programs related area. Two years of the qualifying experience must have been at a level consistent with the work performed at the Employment Programs Specialist level.

Established: 02/21/02  
Title Change: 04/22/02  
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