

Career Center Standards - Rating Tool

| | | Yes | | No | | N/A |
|----------|---|-----|---|----|---|-----|
| A | POSTERS AND SIGNAGE | | | | | |
| | Are the following required Federal and State Posters displayed: | | | | | |
| 1 | “Your Rights Under the Fair Labor Standards Act” (Federal Minimum Wage)? | 4 | 3 | 2 | 0 | N/A |
| 2 | “Family and Medical Leave Act of 1993” ? | 4 | 3 | 2 | 0 | N/A |
| 3 | “Employee Polygraph Protection Act” | 4 | 3 | 2 | 0 | N/A |
| 4 | “Notice to Workers with Disabilities” | 4 | 3 | 2 | 0 | N/A |
| 5 | “Migrant & Seasonal Agriculture Worker Protection Act” | 4 | 3 | 2 | 0 | N/A |
| 6 | Occupational Safety and Health Administration - “Job Safety and Health Protection” | 4 | 3 | 2 | 0 | N/A |
| 7 | EEOC - “Equal Opportunity Is The Law” | 4 | 3 | 2 | 0 | N/A |
| 8 | “Florida Law Prohibits Discrimination” | 4 | 3 | 2 | 0 | N/A |
| 9 | “To Employees” (Unemployment Compensation) | 4 | 3 | 2 | 0 | N/A |
| 10 | “Florida’s Child Labor Law” | 4 | 3 | 2 | 0 | N/A |
| 11 | “Worker’s Compensation Works For You” | 4 | 3 | 2 | 0 | N/A |
| 12 | “Interpretive Services” | 4 | 3 | 2 | 0 | N/A |
| 13 | Is the "Employ Florida" logo prominently displayed? | 4 | 3 | 2 | 0 | N/A |
| 14 | Are the Brevard Workforce Career Center mission and vision statements posted and easily visible to customers? | 4 | 3 | 2 | 0 | N/A |
| 15 | Does the center maintain normal hours 8 AM – 5 PM Monday – Friday and are they posted prominently? | 4 | 3 | 2 | 0 | N/A |
| 16 | Are extended hours until 7 PM maintained at least one day per week? | 4 | 3 | 2 | 0 | N/A |
| B | JOBSEEKER SERVICES | | | | | |
| 1 | Are services set up by communities and identified by signage? | 4 | 3 | 2 | 0 | N/A |
| 2 | Do staff address visitors appropriately in a courteous, professional manner ? | 4 | 3 | 2 | 0 | N/A |

Career Center Standards - Rating Tool

| | | | | | | | |
|----|--|--|---|---|---|---|-----|
| 3 | There is a readily available summary of services for both employers and job seekers that explains the range of assistance available at the center or within the local community. | | 4 | 3 | 2 | 0 | N/A |
| 4 | Does the flow of foot traffic run smoothly? (i.e. visitors appear to know where to go without getting redirected; community foot traffic appears balanced and not unevenly congested from one to the other; no long waiting lines for services.) | | 4 | 3 | 2 | 0 | N/A |
| 5 | Front area staff aids new jobseekers with preliminary guidance on accessing services and provides oversight to kiosk stations to make sure that they are used by returning jobseekers. | | 4 | 3 | 2 | 0 | N/A |
| 6 | There are knowledgeable staff available to provide assistance on the use of software programs, using labor market information and other web-based resources. | | 4 | 3 | 2 | 0 | N/A |
| 7 | Is labor market information available in print and/or electronic formats, including growth trends, employment projections and predictions, and average wages? (Wage Conversion Posters, Occupational Career Posters, Jobs On-line Posters, Wage Survey Publications) | | 4 | 3 | 2 | 0 | N/A |
| 8 | Is there a listing of Occupations in Demand for Brevard county and state of Florida available to customers? | | 4 | 3 | 2 | 0 | N/A |
| 9 | Are job listings current, easily accessible, and do they include key eligibility requirements to qualify for the listed positions? | | 4 | 3 | 2 | 0 | N/A |
| 10 | Information about the center, current activities, workshops, employment opportunities and applicable reference material is up to date and displayed in a clear and appropriate way, and equipment is in working order. (i.e. books, brochures, materials are current, categorized by topic, clean and in good condition, and publications are professionally printed and not photocopied.) | | 4 | 3 | 2 | 0 | N/A |
| 11 | Is there a posted workshop schedule? | | 4 | 3 | 2 | 0 | N/A |

Career Center Standards - Rating Tool

| | | | | | | | |
|----------|---|--|---|---|---|---|-----|
| 12 | Is the posted workshop schedule adhered to regardless of number of attendees? | | 4 | 3 | 2 | 0 | N/A |
| 13 | Are special seminars or workshops available on topics of interest such as financial aid for education, debt management, budgeting, and retirement planning? | | 4 | 3 | 2 | 0 | N/A |
| 14 | Do job seekers have an opportunity to utilize career exploration to identify transferable skills, interests, goals, and resources accessible through regularly scheduled workshops or upon demand through the use of technology? (CHOICES, Career Info net, Florida Training and Education Network) | | 4 | 3 | 2 | 0 | N/A |
| 15 | Are the following activities accessible through regularly scheduled workshops and/ or upon demand through the use of technology | | 4 | 3 | 2 | 0 | N/A |
| a | Resume Writing? | | 4 | 3 | 2 | 0 | N/A |
| b | Applications and References? | | 4 | 3 | 2 | 0 | N/A |
| c | Interview Skills? | | 4 | 3 | 2 | 0 | N/A |
| d | Job Skills? | | 4 | 3 | 2 | 0 | N/A |
| 16 | Job Clubs? | | 4 | 3 | 2 | 0 | N/A |
| C | Does the center provide the following services: | | | | | | |
| 1 | Access and assistance with full registration in EFM? | | 4 | 3 | 2 | 0 | N/A |
| 2 | Initial assessments of skill levels, aptitudes, abilities, and supportive service needs? | | 4 | 3 | 2 | 0 | N/A |
| 3 | Follow-up activities including reassessment services, where needed? | | 4 | 3 | 2 | 0 | N/A |
| 4 | Access to intensive services? | | 4 | 3 | 2 | 0 | N/A |
| 5 | Job Search and Placement Activities including referral? | | 4 | 3 | 2 | 0 | N/A |
| 6 | Career/Employment Planning/Counseling? | | 4 | 3 | 2 | 0 | N/A |
| 7 | Rapid Response information and services for plant closings and layoffs? | | 4 | 3 | 2 | 0 | N/A |
| 8 | Information and/or referral assistance for completing Unemployment Compensation claims? | | 4 | 3 | 2 | 0 | N/A |

Career Center Standards - Rating Tool

| | | | | | | | |
|----------|--|--|---|---|---|---|-----|
| 9 | Is there a listing of approved training vendors and programs and related costs available to customers? | | 4 | 3 | 2 | 0 | N/A |
| 10 | Does staff utilize the ITA approval, distribution and authorization process appropriately? | | 4 | 3 | 2 | 0 | N/A |
| 11 | The Mobile One-Stop Unit exhibits a professional appearance; is serviced in accordance with the maintenance schedule, and is clean and operational . | | 4 | 3 | 2 | 0 | N/A |
| 12 | There is a systematic method of collecting customer complaints and inquiries. | | 4 | 3 | 2 | 0 | N/A |
| 13 | Is a complaint log maintained at the center? | | 4 | 3 | 2 | 0 | N/A |
| 14 | For center related complaints are complaintant file folders maintained? | | 4 | 3 | 2 | 0 | N/A |
| 15 | Is a log of apparent violations maintained at the center? | | 4 | 3 | 2 | 0 | N/A |
| 16 | There is evidence that follow-up to resolve complaints has been conducted where appropriate | | 4 | 3 | 2 | 0 | N/A |
| 17 | Are interpreting services accessible at the center for Limited English Proficient customers? | | 4 | 3 | 2 | 0 | N/A |
| D | EMPLOYER SERVICES | | | | | | |
| 1 | New employers are sent instructional/organizational information within 24 hours of initial contact | | 4 | 3 | 2 | 0 | N/A |
| 2 | Do employers have opportunities to participate in job fairs and/or recruiting events in the centers? | | 4 | 3 | 2 | 0 | N/A |
| 3 | Is there evidence of follow-up with employers who have participated in Job Fairs or recruiting events? | | 4 | 3 | 2 | 0 | N/A |
| 4 | Is there evidence of followup with employers who have discontinued using our services? | | 4 | 3 | 2 | 0 | N/A |
| 5 | Is there employer recruitment information available at the center? | | 4 | 3 | 2 | 0 | N/A |
| 6 | Does the referral process support obtainment of quality job placement/matching services for both the job seeker and business customers? | | 4 | 3 | 2 | 0 | N/A |

Career Center Standards - Rating Tool

| | | | | | | | |
|----------|--|--|---|---|---|---|-----|
| 7 | Staff is knowledgeable of their assigned industry and understands the staffing needs of the employers they support. | | 4 | 3 | 2 | 0 | N/A |
| 8 | Are job candidates rigorously prescreened for knowledge, experience, skills suitability and compatibility with the job opening before being referred? Only those that meet or exceed the job requirements are referred to the employer | | 4 | 3 | 2 | 0 | N/A |
| 9 | Community clusters are actively managing the entire employer recruitment process by fostering a strong partnership between the employer and Community Staff by maintaining regular, personal, communication with employers. | | 4 | 3 | 2 | 0 | N/A |
| E | GENERAL STAFF and OPERATIONS | | | | | | |
| 1 | Is scope and quality of services delivered, and customer feedback monitored closely with corrective action implemented when needed? | | 4 | 3 | 2 | 0 | N/A |
| 2 | Do managers and staff review MIS data weekly across center operations to improve areas of operation? | | 4 | 3 | 2 | 0 | N/A |
| 3 | An effective communication strategy is in place that elevates the active engagement and collaboration between all staff to assess, plan, deliver and meet the needs of jobseekers and employers (i.e. plans, programs, policies and goals are clearly, consistently and regularly transmitted using a systematic and positive messaging approach where feedback is encouraged and responded to.) | | 4 | 3 | 2 | 0 | N/A |
| 4 | Are all staff certified as a Florida Workforce Professional, Tier 1, or equivalent (includes training in core elements and gained National CDF and/or NAWDP certification) within 6 months of hire? | | 4 | 3 | 2 | 0 | N/A |
| 5 | Do all staff who completed their Florida Workforce Professional, Tier 1, or equivalent have 15 hours of continuing education credit per year? | | 4 | 3 | 2 | 0 | N/A |
| 6 | Has a comprehensive training program been developed to systematically familiarize staff with all deliverable service functions? | | 4 | 3 | 2 | 0 | N/A |

Career Center Standards - Rating Tool

| | | | | | | | | |
|---|---|---|-----|-----|-----|---|-----|----------|
| 7 | There is evidence that reviews of the training program are conducted, and actions are taken, to streamline processes in order to save time and resources. | | 4 | 3 | 2 | 0 | N/A | |
| 8 | Are managers familiar with the Facilities Manual? Is there backup if the Manager is not available? | | 4 | 3 | 2 | 0 | N/A | |
| 9 | Are Staff professionally attired, easily recognizable, and wearing name tags? | | 4 | 3 | 2 | 0 | N/A | |
| 10 | Do center staff work as a team to ensure seamless services delivery? | | 4 | 3 | 2 | 0 | N/A | |
| 11 | Are written materials to external customers error free, grammatically correct, contain the current BW logo, EEO/Disability Statement and Employ Florida logo, and printed in accordance with the style guide? | | 4 | 3 | 2 | 0 | N/A | |
| 12 | Do associates answer the phone in a timely manner and properly identify themselves when answering? | | 4 | 3 | 2 | 0 | N/A | |
| 13 | Has the center developed a linkage with partners to better help customers? | | 4 | 3 | 2 | 0 | N/A | |
| Count of Questions Available: | | 75 | | | | | | |
| | | Count of Questions Not Answered: | | | | | | 0 |
| Maximum Available Points: | | 300 | 300 | 225 | 150 | 0 | | |
| | | Sum of all Ratings: | | | | | | |
| Sum of all Ratings divided by Maximum Available Points = | | | | | | | | |

| | | | | | | | | | | | |
|---|--|--|--|-----|-----|-----|-----|-----|-----|-----|-----|
| | | unsubsidized employment, military, a qualified apprenticeship program(s), post-secondary education, advanced training, or receives a HS diploma or equivalent, or obtains a post-secondary credential or industry-recognized certification by closure | by the number of WIA Youth closures | 90% | 95% | 90% | 95% | 90% | 95% | 90% | 95% |
| 7 | WIA Youth Educational Functioning Grade Level Gain Rates in Math and/or Reading and/or Language | The percentage of WIOA Youth who are assessed as basic skills deficient at registration who achieve at least one educational functioning grade level gain in math and/or reading and/or language on or before the anniversary of the program participation date and/or closure date. | The # of WIOA Youth assessed as basic skills deficient at registration who achieve at least one educational functioning grade level gain in math and/or reading and/or language on or before the anniversary of the program participation date, as measured by either TABE raw scores or GAIN assessments, divided by the # of WIA Youth assessed as basic skills deficient at registration who achieve at least one educational functioning grade level gain in math and/or reading and/or language on or before the anniversary of the program | 70% | 75% | 70% | 75% | 70% | 75% | 70% | 75% |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| 8 | Youth scholarship expenditure rate | The percentage of scholarship unit funds expended on OOS youth. | The percentage of Youth scholarship unit formula funds expended on work based training for OOS Youth. | 5% | 6% | 10% | 11% | 15% | 16% | 20% | 20% |
| | | | | | | | | | | | |
| | Module Number | # of Measures | 75% of Measures | | | | | | | | |
| | | 6 | 8 | | | | | | | | |
| | | | | | | | | | | | |
| | TABLE ASSUMPTIONS: | | | | | | | | | | |
| | Table calculations are based on the assumption that no measures have been removed from this attachment. | | | | | | | | | | |
| | Table calculations are based on the following rounding rules: Round Up for .6 through .9, Round Down for .1 through .5 | | | | | | | | | | |



Job Description

Job Title Center Manager

PURPOSE

Lead local Workforce teams to exceed business needs.

KEY ACCOUNTABILITIES

- Goals of the Communities - Manage and lead center staff to exceed performance goals. Measure - Community goals met within contractor negotiated percentages.
- Leadership and Communication - Be actively engaged within all relevant operations that lead to the success of staff, communities, centers, and the system. This predominantly is achieved through effective leadership, sound analysis, and outstanding communication. Analyze industry based data, identify trends, and mobilize staff to take action. Measure – Bi-annual 360 degree review
- Business Customer Satisfaction rate for the system – Ensuring that the communities are appropriately engaging industry sectors to exceed business customer satisfaction standards. Measure - Business Survey
- Fill new or vacant internal positions within a timely manner. Measure – a job offer tendered within 30 business days of vacancy or release to fill new position.
- Responsible for all facets of personnel management (in coordination with Community Leader, Program Manager, Ops Manager, and Partners) to include: hiring, performance review/evaluation, corrective action and termination. Measurement – bi-annual 360 degree review
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of 10 years Workforce Development Experience required including 5 years' experience in direct management.

KNOWLEDGE, SKILLS AND ABILITIES

- Interpret and understand program policy and establish necessary work processes and procedures.
- Manage multiple priorities to ensure that deadlines are met.
- Ability to engage, understand and respond to the needs of business accounts.
- Must have the ability to work in a fast paced and diverse environment.
- Ability to lead and motivate groups to achieve goals.
- Be able to analyze industry based data to identify trends and mobilize staff to take action.
- Understand the recruitment, data entry, and customer requirements for all funding streams.
- Strong ability to coordinate with internal and external partners.
- Knowledge of recruiting practices.
- Proficient with MS Office.
- Excellent Verbal and written communications skills are necessary.
- Experience with EFM, OSST, FLORIDA is Preferred

EDUCATION REQUIREMENTS

- Bachelor's degree is preferred. Areas of specialization that are also preferred are Business Administration/Management, Public Administration, Training and Development, Human Resources or closely related field.
- Associates degree - In Business Administration/Management or closely related field.
- High School Diploma or GED – If hired must obtain an Associates or higher within 3 years.



Job Description

Job Title Community Leader

PURPOSE

Manage community to exceed business needs.

KEY ACCOUNTABILITIES

- Goals of the Communities - Manage and lead community staff to exceed community performance goals (community goals include all program performance). Measure -Community goals met within contractor negotiated percentages.
- Goals of Staff – Establish, monitor and evaluate, while instituting timely and appropriate corrective actions as approved by Center Manager. Measure – Staff goals must be met at negotiated benchmarks.
- Leadership and Communication – As a leader within the organization be actively engaged within all relevant operations that lead to success for the staff, communities, centers, and system. This predominantly can be achieved through effective leadership, sound analysis, and outstanding communication. Measure – 360 degree review on a bi-annual basis.
- Business Customer Satisfaction rate for the system within the Industry – Ensuring that the community is appropriately engaging industry sectors to identify and address their workforce needs to exceed business customer satisfaction standards Measure - Business Survey
- Coordinate with center manager to fill internal new or vacant positions within a timely manner. Measure – a job offer tendered within 30 business days of vacancy or release to fill new position.
- Actively seek, identify and secure funding from the external organizations that can augment local Workforce training funding. Measure - Increase of OPM rate defined by supervisor.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of five years of experience in Staffing, Recruiting, or Workforce Development including a minimum of 2 years' experience in direct management or lead/coordinating role.
- Previous One-Stop Workforce Development experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Interpret and understand program policy and establish necessary work processes and procedures.
- Understand the recruitment, data entry, and customer requirements for all funding streams.
- Manage multiple priorities to ensure that deadlines are met.
- Ability to lead and motivate group to achieve goals.
- Ability to engage, understand and respond to the needs of business accounts.
- Must have the ability to work in a fast paced and diverse environment.
- Be able to analyze industry based data to identify trends and mobilize staff to take action.
- Strong ability to coordinate with internal and external partners.
- Knowledge of recruiting practices.
- Knowledge of business practices within specific industry helpful.
- Experience working with computer systems for data entry and data review.
- Proficient with MS Office.
- Excellent verbal and written communications skills are necessary.
- Experience with EFM, OSST, FLORIDA is preferred.

Job Title Community Leader

EDUCATION REQUIREMENTS

- Bachelor’s degree is preferred. Areas of specialization that are also preferred are Business Administration/Management, Public Administration, Human Resources or closely related field.
- Associates degree - In Business Admin/Management or closely related field.
- High School Diploma or GED – If hired must obtain an Associates or higher within 3 years.



Job Description

| | |
|-----------|---------------------------------|
| Job Title | Customer Information Specialist |
|-----------|---------------------------------|

PURPOSE

Answer 3 center multi-line telephone system in a quality manner to answer questions and/or transfer customers to the right place.

KEY ACCOUNTABILITIES

- Customer satisfaction. Measure - Not more than two substantiated customer complaints per program year.
Quality of engagement. Case note as appropriate any calls that are resolved without needing to forward to another person. Measure: Documented Supervisor Monitoring on a quarterly basis and annual Chartering Criteria pertinent requirements are met.
- System knowledge. To be able to answer customer questions and make appropriate referrals the programmatic changes must be understood and proactively incorporated into standard work processes. Refer telephonic customers to the right internal or external resource. Measure: score at least 80% on a quarterly quiz delivered by Center Manager.
- Business Contact- Sends new employers instructional/organizational information within 24 hours of initial contact. Informs appropriate team members of contact if additional business services are required. Measure: Peer Review.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Two or more years' experience working a multiple phone line system.
- Previous Workforce Development Experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Must have the ability to work in a fast paced and diverse environment.
- Familiarity with all of Brevard Workforce programs and services.
- Superior level of professional interpersonal communication skills are required to maintain high levels of Customer Satisfaction.
- Proficient with MS Office.
- Must have the ability to work independently.
- English and Spanish speaking helpful.

EDUCATION REQUIREMENTS

- HS or GED or higher



Job Description

Job Title Executive Assistant

PURPOSE

Provide organizational support.

KEY ACCOUNTABILITIES

- Reports – Coordinate with staff to ensure information and data is gathered in a timely manner, run reports and develop documentation formats. Measure – Reports selected randomly on a monthly basis and rated for accuracy, timeliness of completion (standard varies per document and is defined by Operations Manager) and appropriate electronic/paper filing.
- Point of contact for the duties and activities within the Scholarship Unit. Oversee the approval process to ensure timely determinations. Manages and maintains Scholarship Unit tracking system including OPM (Other Peoples Money). Measures – Scholarship applications are processed for review within 2 business days of receipt. Timely and accurate data entry of all scholarships into tracking system. Ongoing accurate data entry and reporting of OPM for senior management requirements.
- Support personnel management. Assist with filling vacant positions within a timely manner and handling all contractor personnel requirements with Operations Manager approval. Support also includes assisting senior management with administrative functions as requested. Measure - Operations Manager observations.
- System knowledge. Understanding of operational functions and their impact upon administrative support is important to proactively providing programmatic support to senior management. Measure - score at least 80% on a quiz delivered by Center Manager to be taken bi-annually.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of 2 years' experience in an executive support role.
- Previous Workforce Development Experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Must have the ability to work in a fast paced and diverse environment.
- Manage multiple priorities to ensure that deadlines are met.
- Must be able to type 40 words per minute accurately.
- Ability to coordinate and effectively communicate with internal and external partners.
- Proficient with all MS Office applications and Adobe software.
- Highly organized.
- Very good verbal and written communications skills are necessary.

EDUCATION REQUIREMENTS

- Associates degree or higher is preferred.
- High School diploma or GED plus 2 years of directly related experience beyond the Work Experience Requirement listed above.



Job Description

Job Title Greeter

PURPOSE

To get everyone to the right place for them.

KEY ACCOUNTABILITIES

- Provide exceptional customer service by: greeting all visitors in a kind and courteous manner; aiding new customers with preliminary guidance on accessing services; assisting existing customers with relevant and current information. Measured by bi-annual customer satisfaction survey of at least 80% annual Chartering Criteria score at contractor negotiated performance rates for items directly related to greeting and directing customers (including the informational direction that is posted electronically), no more than 3 substantiated complaints per year.
- Oversee the waiting room and application room (posters, TV presentations). This Accountability includes: ensuring that the waiting room area is a calm and professional space; that the information about the center, current activities, employment opportunities and applicable guidance is up to date and displayed in a clear and appropriate way; and equipment is in working order. Measured by customer satisfaction survey, chartering criteria - content within rooms, and observation on a bi-annual and annual basis as applicable with each measure.
- Oversee kiosk stations to make sure that they are used by returning customers and that the kiosks are fully functional. Measure - Immediate report to Center Manager of kiosk malfunctions. No customers reaching the communities or other activities without first signing in with the kiosks.
- System knowledge. Understanding of operational functions is necessary to proactively anticipate the programmatic services that customers will be seeking. Measure - score at least 80% on a quiz delivered by Center Manager to be taken at least quarterly.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Two or more years' experience within a high traffic customer service based environment.
- Two or more years' experience working with computer systems for data entry and data review.

KNOWLEDGE, SKILLS AND ABILITIES

- Proficient with MS Office.
- Strong interpersonal verbal and written communications skills are necessary.
- Must have the ability to work independently or in groups when necessary.
- English and Spanish speaking helpful.

EDUCATION REQUIREMENTS

High school diploma or GED



Job Description

Job Title Internal Compliance Specialist

PURPOSE

Capture and manage data related to program requirements.

KEY ACCOUNTABILITIES

- Timeliness and accuracy of data entry – Record WIA, WT and WP data into appropriate systems within the established standards. To meet the data entry standard, communication with management and staff is required to ensure that the receipt of records is timely. Measurement - State Monitoring tool (pending modification)
- Review and communicate WT programmatic compliance – Systematically reviewing records and generating reports and communicating with staff and management on needed action to ensure that the region exceeds performance in Welfare Transition. Measurement - the WT Monthly Compliance Report
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of 5 years' experience in Workforce Development Quality Control or Case Management within WT.
- At least two years' experience of data entry and data review within OSST, EFM, FLORIDA.

KNOWLEDGE, SKILLS AND ABILITIES

- Understand the data entry requirements for all funding streams.
- Understand the recruitment, data entry, and customer requirements for all funding streams.
- Interpret and understand program policy and establish necessary work processes and procedures.
- Must be able to set and manage priorities and execute programmatic data entry on a timely basis.
- Ability to monitor, analyze results and generate reports across all funding streams.
- Strong MS Office skills.
- Must have the ability to work in a fast paced and diverse environment.
- Very strong interpersonal verbal and written communications skills are necessary.

EDUCATION REQUIREMENTS

- Associates degree or higher
- High School Diploma or GED – If hired must obtain an Associates or higher within 3 years.



Job Description

Job Title Job Order Specialist

PURPOSE

Manage job orders to exceed business needs.

KEY ACCOUNTABILITIES

- Business Customer Satisfaction rate for the system – Ensuring that the engagement of assigned business accounts exceeds business customer satisfaction standards. Measure - Business Survey
- Wagner-Peyser Monitoring – Effectively enter and maintain job postings within Employ Florida Marketplace. Measure – State Monitoring Report findings and observations decrease as reported by the Brevard Workforce Board Program and Policy Officer.
- Meeting locally determined job posting quality standards within EFM - Beyond the standard and practices defined in the Wagner-Peyser monitoring tools, the entry and maintenance of the job posting system should also meet the EEOC compliance and EFM Terms of Use policy. Measure – 90% of all job postings system-wide meet locally determined job posting quality standards.
- Effective and timely communication –Communicate and coordinate with Center Managers, Community Leaders, Business Liaisons and Center Staff on business account assignments, business needs, standards of job order entry, and trends. Measure - 360 degree review on a bi-annual basis.
- Maintain Quality of System – Coordinate with the Job Order Quality Unit on a weekly basis to ensure the system and staff are doing all they can to improve the placement rate of Job Orders. This includes research and reports detailing trends and continuous improvement activities for staff regarding successfully and non-successfully closed job orders. Measure – Increase in the Job Order Successful Close rate.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of 3 years' experience in staffing/human resources based environment.
- Previous Workforce Development Experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to engage, understand and respond to the needs of business accounts.
- Knowledge of Wagner Peyser and Employ Florida Marketplace are preferred.
- Must have the ability to work in a fast paced and diverse environment.
- Manage multiple priorities to ensure that deadlines are met.
- Knowledge of recruiting practices.
- Strong verbal and written communications skills are necessary.
- Strong familiarity with regulatory entities and their laws and guidance that apply to job posting and recruitment.
- Ability to coordinate with internal and external partners.
- Proficient with MS office.
- Strong analytical capabilities to determine trends and corrective actions for the system.

EDUCATION REQUIREMENTS

- Bachelor's degree or higher is preferred. Areas of specialization that are also preferred are Business Administration, Public Administration, Human Resources or closely related field.
- Associates degree in Business Administration, Public Administration, Human Resources or related field.
- High School Diploma or GED – If hired must obtain an Associates or higher within 3 years.



Job Description

| | |
|-----------|-----------------|
| Job Title | Program Manager |
|-----------|-----------------|

PURPOSE

Manage programmatic requirements.

KEY ACCOUNTABILITIES

- Program Performance– Manage the applicable program to meet defined goals. Maintain subject matter expert level of knowledge on all appropriate laws, regulations, and guidance for the identified program; Identify, develop, implement and monitor strategies, tactics and standard operating procedures to ensure success; Coordinate with other management staff to ensure that all operating standards are maintained; and manage assigned programmatic staff. Measure - Meet or exceed applicable contractor performance standards.
- Ensure ongoing competency based training for all staff – Work with the Staff Trainer to make sure that all staff are able to demonstrate the required knowledge and skills for their position as it relates to programs. Measure – All staff score at least 80% competency in accordance with contractor performance standards
- Total Quality Management – Ensure that appropriate actions are taken to avoid monitoring findings. Measures - Monitoring rate decreases as established by Operations Manager for the reoccurrence of findings and observations as observed by Brevard Workforce Board Staff and the Operations Manager.
- Timeliness and effectiveness of response to corrective actions. Measure - Analyze situation/s, install solutions and report on corrective actions within 2 weeks of notice as observed by Operations Manager.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of 5 years' experience based on job title or program(s) of focus.
- Supervisor experience is preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Interpret and understand program policy and establish necessary work processes and procedures.
- Manage multiple priorities to ensure that deadlines are met.
- Ability to lead and motivate to achieve goals.
- Must have the ability to work in a fast paced and diverse environment.
- Be able to analyze data to identify trends and mobilize staff to take action.
- Strong ability to coordinate with internal and external partners.
- Knowledge of recruiting practices.
- Understand the recruitment, data entry, and customer requirements for all funding streams.
- Excellent verbal and written communications skills are necessary.
- Proficient with MS Office.

EDUCATION REQUIREMENTS

- Bachelor's degree is preferred. Areas of specialization that are also preferred are Business Administration, Public Administration, Human Resources, Training and Development or closely related field.
- Associates degree is preferred. Areas of specialization that are also preferred are Business Administration, Public Administration, Human Resources, Training and Development or closely related field.
- High School Diploma or GED – If hired must obtain an Associates or higher within 3 years.



Job Description

Job Title Quality Manager

PURPOSE

Ensure that the system is meeting its programmatic requirements.

KEY ACCOUNTABILITIES

- Total Quality Management – Audit and monitor various Management Information Systems and reports to make sure programmatic requirements and performance are meeting or exceeding standards. Measure – Monitoring Report findings and observations rate decreases as determined by the Operations Manager and as observed by Brevard Workforce Board Staff and the Operations Manager (Rate TBD).
- Communication of Issues – The timely and effective communication of any issue that impacts programmatic requirements to Operations Manager, Program Manager and other applicable staff. Includes suggesting programmatic improvements to reduce the likelihood of any further programmatic impacts. Measurement – As observed by supervisor and by the timely submittal of Operations Reports.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of 3 years' experience in Workforce Development Quality Control or Case Management.
- At least two years' experience in data entry and data review within OSST, EFM, FLORIDA.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong knowledge of data analysis, monitoring, process review, and process improvement.
- Analyze and generate reports to provide written recommendations.
- Interpret and understand program policy and establish necessary work processes and procedures.
- Ability to coordinate with Staff Trainer and Program Manager to ensure programmatic requirements are being met and to provide suggestions regarding continuous improvement.
- Must have the ability to work in a fast paced and diverse environment.
- Manage multiple priorities to ensure that deadlines are met.
- Expert knowledge of recruitment, data entry, and customer requirements for all funding streams.
- Proficient with MS Office.
- Good verbal and written communications skills are necessary.

EDUCATION REQUIREMENTS

- Bachelor's degree or higher is preferred. Areas of specialization that are also preferred are Business Administration, Applied Statistics or closely related field.
- Associates in Business Administration, Applied Statistics or related field.
- High School Diploma or GED – If hired must obtain an Associates or higher within 3 years



Job Description

Job Title Staffing Specialist

PURPOSE

Provide employers with the right candidate.

KEY ACCOUNTABILITIES

- Quality of Referrals to Job Orders – Help businesses recruit the best applicants for their jobs. Measure - Quality Referral Form rating.
- Placements – Connecting businesses and job seekers, resulting in employment. Measure - Referral to Hire Ratio.
- Business Customer Satisfaction – Maintain high levels of business satisfaction by providing valued and timely services (i.e. employer-focused training services and job posting assistance). Measure - Business Survey
- Successfully place job seekers within jobs posted by assigned business accounts through proactive recruiting efforts. Measure – Job Order fill rate per assigned business accounts.
- Effective case management – Identify job seeker barriers and refer to appropriate resources (internal or external) to overcome barriers; career advisement including the development of individual employment/placement plan; referrals to jobs; job placement or advancement, and retention services. Measured - Quarterly review of a random sampling of not less than 10% of case load files results in no less than 5% error rate.
- Acquire and maintain ongoing programmatic competency. Measure – Score at least 80% competency in accordance with contractor performance standards
- Knowledge of market research tools and the trends in the industry or community delivered via Brevard Workforce Business Liaison quarterly training. Measure – Score of 80% or better on business trend portion (ordinal and trends based) of competency based assessment.
- Individual Training Accounts (ITA) – To meet the needs of business, job seekers will be engaged in training. Measure - - OJT contracts that result in full employment after training period and ITA's that ensure full expenditure of the allotted Scholarship Unit funds for employers and job seekers.
- Total Quality Management – Case files meet or exceed programmatic requirement. Measure – Documented in Monitoring Report findings and observations, no reoccurrence within a program year as documented by Brevard Workforce Quality Specialist.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of three years of experience in Staffing, Recruiting, or Workforce Development with at least two years' experience working with computer systems for data entry and data review.
- Previous One-Stop Workforce Development experience preferred.
- Case Management experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Understand the recruitment, data entry, and customer requirements for all funding streams.
- Understand and follow program policy.
- Knowledge of employment recruiting practices.
- Ability to engage, understand and respond to the needs of business accounts.
- Proficient with MS Office.
- Excellent verbal and written communications skills are necessary.
- Experience with EFM, OSST, FLORIDA is preferred.
- Knowledge of business practices within specific industry preferred.

- Must have the ability to work in a fast paced and diverse environment.
- Strong familiarity with regulatory entities and their laws and guidance that apply to job posting and recruitment, individual training accounts, employed worker training, customized training, and on-the-job training.

EDUCATION REQUIREMENTS

- Bachelor's degree or higher is preferred.
- Associates degree
- High School Diploma or GED – If hired must obtain an Associates or higher within 3 years.



Job Description

Job Title Workforce Transition Specialist

PURPOSE

Transition Job Seekers to work readiness.

KEY ACCOUNTABILITIES

- Work Readiness Assessment on all referrals – Work with job seekers to determine their readiness to appropriately apply to and attain employment. This can be accomplished by interview and proctoring various assessment tools (TABE, CareerScope, CHOICES, etc.) Measure - Assess all job seekers referred within 4 business days or report noncompliance if the referred job seeker fails to attend. Standard is tracked per file review in EFM, Internal Compliance Specialist observations, and Supervisor observations.
- Training – Effectively deliver approved soft and/or hard skills training or coordinate other workshop training to increase the likelihood of employment. Measure – Quarterly audit, by the Supervisor, of each reoccurring workshop Supervisor will utilize a Seminar Rating Sheet to conduct the evaluation and it is expected that a score of 80% or higher will be achieved.
- Acquire and maintain ongoing programmatic competency.
- Up-Front Registration for Welfare Transition referrals – Assist job seekers with completion of WT up front registration requirements and initial assessment.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of three years of experience in human resource/training/counseling/education based areas.
- Previous Workforce Development experience preferred.
- TABE certified is preferred.
- Welfare Transition case management experience is preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Outstanding interpersonal communication skills are required to motivate job seekers, handle conflicts in a professional manner and maintain high levels of satisfaction.
- Must have the ability to work in a fast paced and diverse environment.
- Must be able to develop, deliver and/or coordinate an effective training curriculum that will move WT job seekers to employment.
- Must be able to work in multiple mediums for training delivery (i.e. internet, classroom, print, etc.)
- Manage multiple priorities to ensure that deadlines are met.
- Understand the recruitment, data entry, and customer requirements for all funding streams.
- Knowledge of local labor market and employment recruiting practices that will facilitate the ability to integrate WT job seekers into their assigned community.

Job Title Workforce Transition Specialist

- Proficient with MS Office.
- Knowledge of business practices preferred.
- Knowledge of workforce assessments is preferred.
- Knowledge of OSST, FLORIDA, and EFM preferred.

EDUCATION REQUIREMENTS

- Bachelor's degree is preferred. Areas of specialization that are also preferred are Training and Development, Education, Human Resources or closely related field.
- Associates degree in Business Administration/Management or closely related field.
- High School Diploma or GED – If hired must obtain an Associates or higher within 3 years.



Job Description

Job Title: Workforce Services Specialist

PURPOSE

Quality Assurance and Community Assignment

KEY ACCOUNTABILITIES

- Customers EFM registration - Ensure job seeker entered information is at a defined standard. Measure - Random sampling of work registrations to achieve required or higher rating on WP registrations meeting the Job Match work instruction (Work Registration, Background, Completed Resume and Skills Assessment). Review conducted by the Quality Specialist and reported to Center Manager.
- Community Assignments - Accurate community assignments of job seekers to the defined standard based on their work experience, skills, and desired career development. This work should be executed by utilizing interviewing, coaching/training, labor market information, and recruiting skills. Measure - Rated by the Community Leader to achieve required higher accuracy quality rating on new community assignments using Community Assignment Rating Tool.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- At least two years' experience in Staffing, Recruiting, or Workforce Development.
- Two or more years' experience working with computer systems for data entry and data review.

KNOWLEDGE, SKILLS AND ABILITIES

- Proficient with MS Office.
- Internet navigating skills are required.
- Outstanding verbal and written communications skills are required.
- Must have the ability to work independently.
- Experience with EFM is preferred.
- Knowledge of Labor Market and industry trends (verified through annual competency testing.)
- Analytical capabilities to determine an individual's best direction for employment opportunities.

EDUCATION REQUIREMENTS

- Associates degree or higher preferred.
- High School or GED – If hired must obtain Associates within 3 years.



Job Description

Job Title Workshop Trainer

PURPOSE

Develop, coordinate and deliver training to job seekers.

KEY ACCOUNTABILITIES

- Effectiveness of Training – Design an organizational strategy to assess, plan, deliver and meet training and development needs of job seekers. Measure – Quarterly audit, by the Supervisor, of each reoccurring workshop Supervisor will utilize a Seminar Rating Sheet to conduct the evaluation and it is expected that a score of 80% or higher will be achieved.
- Customer satisfaction – Delivery of relevant workshops within agreed formats and timeframes. Measure – Customer Satisfaction Survey.
- Coordinate with internal or external partners - Responsible for: facility, publicity, production of training materials and training topics. Measure – Annual 360 degree review.
- Acquire and maintain ongoing programmatic competency. Measure – Score 80% competency in accordance with contractor performance standards.
- Other duties and responsibilities will be assigned.

WORK EXPERIENCE REQUIREMENTS

- Minimum of 2 years' experience in assessing, developing, coordinating, and delivering training programs.
- Previous Workforce Development Experience preferred.

KNOWLEDGE, SKILLS AND ABILITIES

Job Title Workshop Trainer

- Knowledge of customer requirements for all funding streams is preferred.
- Ability to produce organization strategy and plans to meet training and development needs, manage training delivery, measurement and outcomes as necessary.
- Organize training venues, logistics, accommodations
- Must be able to work in multiple media for training delivery (i.e. internet, classroom, print, etc.)
- Must be able to keeping current on new training subjects, delivery methods, and job seeker trends in needed training.
- Coordinate with internal or external training providers.
- Work independently and in group environment.
- Proficient with MS Office.
- Excellent verbal and written communications skills are necessary.

EDUCATION REQUIREMENTS

- Bachelor's degree or is preferred. Areas of specialization that are also preferred are Training and Development, Education, Human Resources or closely related field.
- Associates degree in Business Administration/Management or closely related field.
- High School Diploma or GED – If hired must obtain an Associates or higher within 3 years.

WATCH MEASURES – MONTHLY MANAGEMENT REPORT – DATA THROUGH 06/30/15

| Performance Measure | | Statewide | | | Performance Range | |
|---------------------|---|-----------|------|---------|-------------------|-------------|
| # | Name | Rate | Rank | Average | Low % | High % |
| 1 | Welfare Transition Entered Employment Rate | 29.5% | 14 | 33.5% | 19.5-25.8 | 36.6-40.1 |
| 2 | Welfare Transition Entered Employment Wage Rate | 62.7% | 22 | 64.4% | 61.7-63.2 | 66.3-67.5 |
| 3 | Welfare Transition Federal All Family Participation Rate | 30.5% | 17 | 42.8% | 9.3-26.2 | 52.2-57.2 |
| 4 | Welfare Transition Federal Two Parent Participation Rate | 14.2% | 20 | 46.4% | 6.1-15.8 | 54.1-70.0 |
| 5 | WIA Adult Employed Worker Outcome Rate | 81.6% | 16 | 84.6% | 5.9-67.0 | 92.1-100(4) |
| 6 | WIA Adult Employed Worker Outcome Rate - Those Who Received Training Services | 86.7% | 14 | 88.8% | 37.5-71.1 | 94.7-100(4) |
| 7 | WIA Adult Entered Employment Rate | 87.1% | 13 | 81.8% | 52.5-77.8 | 97.8-100(4) |
| 8 | WIA Adult Entered Employment Wage Rate | 99.5% | 20 | 108.7% | 81.8-100.2 | 119.7-163.7 |
| 9 | WIA Dislocated Worker Entered Employment Rate | 94.0% | 12 | 87.6% | 56.2-83.3 | 98.3-100(4) |
| 10 | WIA Dislocated Worker Entered Employment Wage Rate | 111.0% | 15 | 114.2% | 83.8-105.3 | 120.8-150.1 |
| 11 | WIA Adult and Dislocated Worker Entered Employment Rate | 92.0% | 13 | 88.7% | 60.7-88.2 | 98.0-100(3) |
| 12 | WIA In-School Youth Outcome Rate | 86.6% | 18 | 82.4% | 65.2-86.5 | 100(7) |
| 13 | WIA Out-Of-School Youth Outcome Rate | 94.7% | 9 | 90.7% | 33.3-80.1 | 96.7-100(3) |
| 14 | WIA Younger Youth Skill Attainment Rate | 82.8% | 16 | 85.1% | 38.1-70.9 | 98.5-100(4) |
| 15 | WIA Younger Youth Positive Outcome Rate | 97.2% | 8 | 84.6% | 62.5-84.8 | 98.8-100(5) |
| 16 | Timeliness of Data Input For WIA Participations | 6.1 | 12 | 21.5 | 68.5-10.9 | 3.9-0.1 |
| 17 | Timeliness of Data Input For WIA Closures | 3.8 | 11 | 12.7 | 54.0-10.4 | 2.7-0.1 |
| 18 | Wagner-Peyser Entered Employment Rate | 46.5% | 7 | 44.3% | 26.3-30.8 | 49.6-77.4 |
| 19 | Wagner-Peyser Entered Employment Rate for those Employed at Participation | 42.5% | 6 | 35.3% | 22.8-26.7 | 42.5-74.9 |
| 20 | Wagner-Peyser Job Placement Wage Rate | 80.9% | 9 | 79.7% | 62.0-70.6 | 83.8-118.4 |
| 21 | Short-Term Veterans Entered Employment Rate | 36.6% | 13 | 40.4% | 26.7-30.3 | 50.8-76.5 |
| 22 | Short-Term Veterans Entered Employment Rate for those Employed at Participation | 32.8% | 10 | 32.8% | 20.2-27.5 | 38.3-77.1 |
| 23 | REA Entered Employment Rate | 54.3% | 9 | 52.9% | 33.9-40.3 | 60.2-80.0 |
| 24 | REA Job Placement Wage Rate | 86.7% | 8 | 84.2% | 70.7-76.8 | 90.9-103.5 |
| 25 | Wagner-Peyser Percent Of Job Openings Filled | 32.2% | 10 | 33.3% | .4-12.6 | 44.3-84.8 |
| 26 | Wagner-Peyser Closed Positions Filled Rate | 27.2% | 12 | 34.6% | .5-12.0 | 44.8-67.5 |