

Department: Mountain Area Workforce Development
Reports to: Director of Mountain Area Workforce Development

General Statement of Duties

Under general direction and supervision of the Director of the Mountain Area Workforce Development Board, the Performance and Accountability Specialist performs a variety of specialized duties that involve the collection and reporting of data and the maintenance of a comprehensive department management information systems. Performs related duties as required.

Distinguishing Features of the Class

Management Information Systems

Provides training to new program managers on the NCWorks Online Management System that is utilized for participant enrollment in WIOA programs, as well as file maintenance and structure, eligibility determination and data validation regulations, policies and procedures. Organizes quarterly case manager meetings with training for all case managers (youth and adult/dislocated worker) to discuss new procedures and analyze current information pertaining to WIOA regulations, policies, and procedures for eligibility determination, data validation, file structure and maintenance, enrollment and exiting, and performance goals and standards.

Computer Applications and Office Support

Creates, stores, retrieves, and maintains data for the four-county local area to use in, or in preparation of, a variety of specialized local and state required reports, pertaining to the regulations, policies, and procedures of Workforce Development, WIOA, and EEO. Oversees the enrollment and exiting of participants from WIOA and its programs, analyzes data concerning performance, and prepares monthly reports for the board. As necessary, creates documents including forms, procedures and reports; assists other department personnel including preparation of manual and brochures; operates standard office equipment; and attends department meetings as requested. Prepares multiple reports on a regular basis for the staff and Mountain Area Workforce Development Board.

Reviews the Local Area's written policies to ensure policies are nondiscriminatory. Develops and publishes the Local Area's procedures for processing discrimination complaints under 29 CFR Part 38, and ensures the procedures are being followed.

Communication / Program Support

Provides support to program managers relating to WIOA performance goals and operating standards, NCWorks Online Management System, eligibility determination, and data validation. Monitors and oversees programs for file structure maintenance, eligibility determination, and data validation requirements and procedures. Develops correspondence related to the position including letters, memos, e-mails and faxes; develops, organizes, and maintains training materials, and provides technical support and guidance for program managers; researches inquires and new technologies.

As Equal Opportunity Officer, serves as the Local Areas liaison with the Civil Rights Center, updates forms, reviews folders, monitors worksites, interviews participants and their supervisors relating to work experience and on-the-job training programs for compliance with equal opportunity policies, procedures, regulations and laws. Reports directly to the appropriate official (including, but not limited to, the State WIOA Director, Governor's WIOA Liaison, Land of Sky Regional Council Executive Director) about equal opportunity matters. Undergoes training to maintain competency and oversees the development and implementation of the Local Area's Methods of Administration.

Duties and Responsibilities

Essential Duties and Tasks

- Maintain proficiency in NCWorks for the Local Area.
- Responsible for on-site monitoring of the Workforce Innovation Act programs, incumbent worker program and the Career Centers in Buncombe, Henderson, Madison, and Transylvania counties. The Career Centers will be monitored once during the program year and WIOA programs will be monitored once during the program year or as the Local Area Director may deem necessary.
- Prepare written reports for WDB meetings including statistical purposes to calculate enrollments, exits, delinquent keying, erroneous data, soft exit warnings, and any other data determined needed to monitor information keyed into the system by contractor staff that will impact performance measures.
- Prepare written reports based on monitoring visits within thirty days of the monitoring visit.
- Download current contractor information from the state required by the WIOA Director
- Perform follow-up to monitoring, report recommendations and needed corrective action procedures to promote accuracy and operational efficiency.
- Serve as the "help-desk" for contractors in keying WIOA forms into the NCWorks System.
- Analyze programmatic data for evidence of deficiencies or lack of compliance with governmental regulations.
- Provide quarterly NCWorks technical assistance to contractor staff and/or as needed basis.
- Establish and maintain operator files and records.
- Maintain proficiency in the NCWorks System in order to determine accuracy of goals set and achieved by participants.
- Attend training conducted by the Division of Workforce Solutions.
- Provide WIOA and NCWorks training for newly hired contractor staff; and to all contractor staff on an as needed basis.
- Provide quarterly NCWorks training sessions to contractor staff.
- Maintain and issue NCWorks I.D. and passwords to contractor staff and delete from the system terminated contractor staff.
- Attend all state NCWorks training sessions and attend the quarterly NCWorks Super Users Group meetings.
- Consistent and regular attendance is required.
- Remain proficient in Future Works Performance System performance measures online site. Monitor performance and provide various reports.
- Serve as the Equal Opportunity Officer for the Local Area.

Additional Job Duties

- Other related duties as directed by the WIOA Director or the Land of Sky Regional Council Executive Director.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- Knowledge of utilization and purposes of Management Information Systems; basic Windows operating system; NCWorks Online Management System; FutureWorks Performance System, current versions of standard software applications (Microsoft software programs); file formats; and databases; WIOA regulations, policies, and practices in relation to eligibility and data validation requirements; Equal Opportunity laws and policies; standard clerical procedures and office operations, English grammar, punctuation, and spelling; technical writing; basic research techniques; standard types of office filing systems.
- Skills and abilities to maintain a database and management information system performing the following functions—access, store, and retrieve data, set up and maintain database files, produce a variety of reports from the database; operate standard office equipment; accurately prepare, create, edit, and design memos, reports, letters, and other documents; communicate effectively both in oral and written form; organize and prioritize work; read, interpret, and apply rules, laws, and procedures; follow instructions; research and resolve inquiries; work independently; establish and maintain cooperative working relationships with program managers and administrators.

Organization Conformance Standards for all positions:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally and courteously with other employees, customers and partners.
- Work effectively as a team contributor on all assignments.
- Understand the necessity to efficiently and effectively interact, communicate and coordinate work efforts with other employees and organizations in an effective manner to accomplish common task.

- Function in highly stressful circumstances.
- Maintain a high level of professionalism and to conduct business in an ethical manner at all times.
- Maintain regular and punctual attendance.

Physical Requirements

- Must be able to perform the basic life operational skills of stooping, reaching, walking, lifting, fingering, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work, exerting up to 25 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push or otherwise move objects, including the human body.
- Must possess the visual acuity to prepare and analyze data and figures, accounting, to operate a computer terminal, perform visual inspections and extensive reading.

Working Conditions

- Primarily an office setting with moderate noise level. Frequent local travel with some trips requiring an overnight stay.

Desirable Education and Experience

- Graduation from a four year college or university with a degree in business or public administration and considerable experience in regulatory compliance and data base quality control; or an equivalent combination of education and experience.

Special Requirements

- Possession of a valid NC driver's license.

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