



WORKFORCE TECHNICIAN II – Bi-Lingual (Spanish)

Filing Deadline: 4:00 p.m., Wednesday, January 30, 2019

Salary Range: \$2,575 - \$3,214 Monthly

The Position:

The Workforce Technician II, under the direction of an assigned supervisor, will conduct individual eligibility interviews; proctor computer and paper-based assessments; greet, direct, and assist job seekers and program participants to various resources offered at the Workforce Assistance Center and in the Resource Room; provide information to the public in both English and a designated second language regarding services within the Center and Resource Room; refer customers to partner and other community agencies, as appropriate; perform routine clerical and other support duties for the Workforce Investment Corporation. **Candidates must be fluently bilingual in Spanish.**

Examples of Duties: (Include but are not limited to the following)

Interview job seekers to determine eligibility, including collection and verification of all required eligibility elements, maintain a high degree of confidentiality, and assure timely completion of the eligibility application process, as needed.

Administer or proctor a variety of assessments, including both computer-based and paper/pencil formats; score assessments when required; report results of assessment following established internal procedures.

Operate a multi-line phone system; take and relay messages accurately; provide general information to callers; greet and assist callers and visitors to the office; screen and direct visitors to appropriate personnel within the Center; refer job seekers to partner and outside agencies, as appropriate; accurately maintain visitor sign-in logs; assist job seekers with special needs.

Provide assistance to job seekers in the resource room; monitor computer use to ensure compliance with Center rules; assist job seekers with use of computers and on-line job search resources.

Assist job seekers in use of the job search phone, and monitor usage by documenting numbers called; file Federal, State, and local job announcements in appropriate binders; coordinate appropriate coverage with supervisor and other staff members; ensure that job seekers comply with Acceptable Use policies related to computer and telephone usage.

Direct job seekers to appropriate resources for other partner services including, but not limited to: UI, Disability, Tax, Veteran, Rehabilitation, Housing, Social Services, Education, and Migrant/Seasonal Farm Worker programs.

Perform a variety of clerical and administrative functions in support of business and job seeker services; type a variety of materials including memoranda, reports, correspondence, logs, and forms from rough draft or verbal instructions.

Qualifications:

Completion of a high school diploma or the equivalent and a minimum of two years of customer service, general clerical, reception, or eligibility work involving high levels of public contact. A minimum of twelve units of post-secondary education or training in a related field is preferred. Bi-lingual in Spanish.

A valid California driver's license is required.

Required Application Materials:

To be considered, applicants must submit:

- Application Cover Letter
- Completed Workforce Investment Corporation Application Form
- Current Resume
- A Minimum of Two Professional Reference Letters (**dated within 60 days of the date of your application submission**)

Application materials are available from:

**Maiknue Vang, Interim Deputy Director
Madera County Workforce Investment Corporation
2037 West Cleveland Ave
Madera, CA 93637
(559)662-4587**

Application materials may be mailed, hand-delivered, or emailed and must be received prior to 4:00 p.m., Wednesday, January 30, 2019 to be considered. Completed applications should be submitted to the individual and address above. If emailing your application materials, please send them to HR@maderaworkforce.org .

Complete application packages received by the deadline will be screened against the position qualifications. Only the most qualified applicants, based on the information provided in the application package, will be invited to participate in the oral panel interview (date to be determined).

The Madera County Workforce Investment Corporation is an equal opportunity employer. All qualified individuals are encouraged to apply. Auxiliary aids and services are available, upon request, to individuals with disabilities.



JOB TITLE: Workforce Technician II (Non-Exempt)

The Workforce Technician II represents the intermediate level of the Workforce Technician series.

SALARY RANGE: \$2,575 to \$3,214

SUMMARY:

Under the direction of an assigned supervisor, greet and direct guests and visitors including the public, program participants, and employers to various resources offered at the Workforce Assistance Center and in the Resource Room; provide information to the public in both English and a designated second language regarding services within the Center and Resource Room; refer customers to partner and other community agencies, as appropriate; conduct individual eligibility interviews; perform routine clerical and other support duties for the Workforce Investment Corporation.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Greet and assist callers and visitors to the office; screen and direct visitors to appropriate personnel within the Center; refer job seekers to partner and outside agencies, as appropriate; accurately maintain visitor sign-in logs; assist job seekers with special needs. Direct job seekers to appropriate resources for other partner services including, but not limited to: UI, Disability, Tax, Veteran, Rehabilitation, Housing, Social Services, Education, and Migrant/Seasonal Farm Worker programs.

Provide assistance and support to job seekers in the resource room; monitor computer use to ensure compliance with Center rules; assist job seekers with use of computers and on-line job search resources.

Provide information to individual job seekers regarding available services and eligibility requirements; interview job seekers to determine eligibility; enter eligibility information into designated tracking systems; assist job seeker's in completing necessary forms and paperwork and gathering required documentation; track outstanding applications and documentation to assure timely completion of the eligibility application process.

Coordinate, administer and score various program-specific assessment, aptitude, and interest tests to job seekers.

Assist job seekers in use of the job search phone, and monitor usage by documenting numbers called; file Federal, State, and local job announcements in appropriate binders, and remove expired announcements; coordinate appropriate coverage with supervisor and other staff members; ensure that job seekers comply with Acceptable Use policies related to computer and telephone usage.

OTHER DUTIES:

Operate a multi-line phone system, directing calls to appropriate personnel; take and relay messages accurately; provide general information to callers, as needed.

Perform a variety of clerical and administrative functions in support of business and job seeker services; type a variety of materials including memoranda, reports, correspondence, logs, and forms from rough draft or verbal instructions. Record staff meeting notes, as needed.

Maintain displays, literature, and informational materials in the lobby area for customers; monitor lobby phone(s); maintain lobby area in a neat and orderly fashion.

Receive, sort, distribute, and process incoming, outgoing and internal mail and other deliveries.

Maintain a variety of alphabetical, numerical, and subject matter files and records.

Communicate with various outside agencies to exchange information regarding programs and services.

Attend a variety of events such as job fairs, community presentations, outreach events, hiring fairs, and other activities; participate in various conferences, meetings, and training events.

This job description is only a summary of typical functions, and is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The duties, tasks, and responsibilities may differ from the above job descriptions, and other duties, as assigned, may be part of the job.

KNOWLEDGE AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

KNOWLEDGE OF:

- Customer Service Techniques

- Standard and accepted one-on-one interviewing methods, techniques, and practices.
- Pertinent Federal and State regulations and guidelines governing eligibility for programs and services.
- Available community resources and services.
- Standard and accepted office practices and procedures.
- Correct oral and written usage of English and a designated second language.
- Interpersonal skills using tact, patience, and courtesy.
- Recordkeeping and report preparation techniques.
- Microsoft Office Software (Word, Outlook, Excel, Publisher, PowerPoint) or similar programs
- Web based programs

ABILITY TO:

- Communicate effectively both orally and in writing.
- Prepare and deliver oral presentations.
- Interact positively and successfully with a wide variety of individuals and groups with diverse needs and backgrounds.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a variety of office equipment including a computer and assigned software.
- Organize and prioritize a variety of diverse tasks in an effective and timely manner in an environment with frequent interruptions.
- Maintain current knowledge of program rules, regulations, requirements, and restrictions.
- Read, write, translate and interpret English and a designated second language as assigned by the position.
- Maintain punctuality and meet schedules and time lines.
- Establish and maintain files and records and prepare related reports.

EDUCATION AND EXPERIENCE:

Completion of a high school diploma or the equivalent and a minimum of two years of customer service, general clerical, reception, or eligibility work involving high levels of public contact. A minimum of 12 units of additional post-secondary education (in a related field) is preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

The physical demands and work environment characteristics described here are representative of those an employee will encounter when performing the essential functions

of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ENVIRONMENT:

Indoor office environment.

Travel both within and outside of the County for employment purposes.

Participation at outdoor community events.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone.

Sitting, standing, or walking for extended periods of time.

Dexterity of hands and fingers to operate computer keyboard.

Seeing to read a variety of materials.

Reaching with hands and arms or bending at the waist to retrieve documents/files.

Lifting or carrying up to 10 lbs.

Have you ever been involuntarily terminated or asked to resign from any job?

Yes No

If yes, please explain:

Please explain any gaps in your employment history:

Please list any other experience, job related skills, additional languages, or other qualifications that you believe should be considered in evaluating your qualifications for employment:

EDUCATION

Please describe your educational background in the table provided below.

School Name	Years Completed				Diploma/Degree		Describe Course of Study or Major	Describe Specialized Training, Experience, Skills and Extra-Curricular Activities
	1	2	3	4	Yes	No		
High School:								
College/University:								
Graduate/Professional:								
Trade or Correspondence:								
Other:								

BUSINESS/PROFESSIONAL REFERENCES

Please list three professional references of individuals who are not related to you.

Name & Title	Business Relationship	Telephone Number or Email

GENERAL INFORMATION

- Have you ever worked for this company before? Yes No
If yes, please give dates and position: _____
- Do you have friends and/or relatives working for this company? Yes No
If yes, name(s) and relationship(s): _____
- On what date are you available to begin work? _____
- Days/Hours available to work: _____

5. Are you available to work: Full-time Part-time Shift Work Temporary
6. Minimum salary required? Yes No \$ _____ Per Hour \$ _____ Per Month
7. Do you have a valid CA driver's license? Yes No
8. Can you travel if the position requires it? Yes No
9. Can you relocate if the position requires it? Yes No
10. Are you at least 18 years old? Yes No
Note: if under 18, hire is subject to verification that you are of minimum legal age
11. If hired, can you present evidence of your identity and legal right to live and work in this country? Yes No
12. Are you able to perform the essential job functions for the job for which you are applying with or without reasonable accommodations? Yes No

Note: we comply with the ADA and consider reasonable accommodation measures that may be necessary for qualified applicants/employees to perform essential job functions.

This application for employment shall be considered active for a period of time not to exceed 45 days. Any applicant wishing to be considered for employment beyond this time period should inquire as to whether or not applications are being accepted at that time.

APPLICANT STATEMENT AND AGREEMENT

Please read and initial each paragraph below. If there is anything that you do not understand, please ask.

_____ I hereby authorize the Company to thoroughly investigate my references, work record, education and other matters related to my suitability for employment.

_____ In the event of my employment with the Company, I understand that I am required to comply with all rules and regulations of the Company.

_____ If hired, I understand and agree that my employment with the Company is at-will, and that neither I, nor the Company is committed to continuing the employment relationship for any specific term. I further understand that the Company or I may terminate the employment relationship at any time, with or without cause, and with or without notice. I understand that the at-will status of my employment cannot be amended, modified, or altered in any way by oral statements or in any other way, but can only be altered by written amendment signed by the Owner/President of this Company. I also understand that the Company and its client are co-employers and that, if hired, I will be co-employed by both companies and the companies shall share employment responsibilities.

_____ I understand that safety of employees is extremely important to the Company and that the Company is committed to ensuring a safe working environment. I understand that I, and every employee, have a responsibility to prevent accidents and injuries by observing all safety procedures and guidelines and following the directions of my site supervisor. I understand and agree to comply with federal, state, and local regulations related to on-the-job safety and health. I also recognize that an effective safety program extends beyond normal working hours. Safety should be promoted within the family and in off-the-job activities. I understand and agree to adhere to safety practices while performing my job.

_____ I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

_____ I understand that if I am selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 Form in this regard.

_____ I understand that if any term, provision, or portion of this Agreement is declared void or unenforceable, it shall be severed and the remainder of this Agreement shall be enforceable.

MY SIGNATURE BELOW ATTESTS TO THE FACT THAT I HAVE READ, UNDERSTAND, AND AGREE TO BE LEGALLY BOUND TO ALL OF THE ABOVE TERMS.

Signature: _____

Date: _____

Printed Name: _____

City/State: _____