



PROGRAM TECHNICIAN – Bi-Lingual (Spanish)

Filing Deadline: 4:00 p.m., Friday, June 11, 2021

Hourly Range: \$18.90 - \$23.03 Hourly

The Position:

Under the direction of an assigned supervisor, develop a follow up system for exited participants to ensure alignment with Workforce Innovation and Opportunity Act (WIOA) requirements; coordinate closure files and conduct review of files to ensure accuracy and completeness; perform specialized functions in support of a variety of job training and placement services; provide resources offered at the Workforce Assistance Center; refer customers to partner and other community agencies; conduct individual eligibility interviews as needed; administer, score, and provide results for assessments; facilitate a variety of monthly job readiness workshops; assist Business and Career Specialists with employer outreach and community events. Plan, organize, and coordinate the internal functions of assigned projects.

Candidates must be fluently bilingual in Spanish.

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

Develop a follow-up system and process for exited participants to ensure accuracy and alignment with WIOA requirements. Coordinate with Career Specialists to ensure warm receipt of closed files, including procedures for introduction, participant communication plan, follow-up, and documentation in CalJOBS. Provide participant follow-up for 12 months after exit to ensure optimum performance outcomes are achieved, including supportive service activities, assistance with job accommodation or work related issues, information and assistance with career pathway development, further education or training, and other services needed to ensure success for participants. Implement operational support activities related to closures as needed or required. Maintain current and accurate database to track participants in follow-up status and prepare comprehensive reports with deadlines as assigned.

Facilitate workshops in a classroom setting on a range of topics including resume development, job search techniques, interview and soft skills in the workplace; ensure the facility and required equipment and materials are available and ready for use; provide prompt feedback and response to all questions, comments, and submitted assignments from workshop participants; provide up to date labor market information and community resources; update workshop curriculum and materials, as needed and prepare and maintain workshop evaluations and event scheduler in CalJOBS.

Administer assessments, score, and provide results as needed at multiple locations in accordance with employer or program needs. Exercise independent judgment in initiating, implementing, and coordinating grant project activities.

Provide information to job seekers regarding available program services and eligibility requirements. Interview job seekers to determine eligibility; enter eligibility information into a designated tracking system; assist job seekers in completing necessary forms and paperwork and gathering required documentation; track outstanding applications and documentation to ensure timely completion of the application eligibility process.

Provide assistance to job seekers to develop grooming, communication skills, problem solving skills, attendance, attire, and other appropriate work behaviors; plan, organize, and deliver workshops and seminars to job seekers. Assist job seekers with resources for preparing and developing resumes, cover and thank you letters, and conduct mock interviews to enhance interviewing skills

Schedule, attend and/or conduct community outreach presentations and orientations at multiple locations; attend a variety of events such as community presentations, outreach events, and other activities; coordinate and assist staff with workshops and job fairs. Participate in various conferences, meetings, and training events.

Qualifications:

Completion of a high school diploma or the equivalent and a minimum of 1 year post-secondary training and four years of experience working in an outreach or communication role or a related field at a community based organization.

OR

Associate's degree in Marketing, Communication and/or Human Resources or a closely related field and two years of work experience.

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, Deputy Director
Madera County Workforce Investment Corporation
2037 West Cleveland Ave
Madera, CA 93637
(559)662-4503**

A CalJOBS application cannot be substituted for the Madera County Workforce Investment Corporation application form. Application materials may be mailed, hand-delivered, or emailed and must be received prior to 4:00 p.m., Friday, June 11, 2021, 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: Program Technician – Bilingual (Non-Exempt)

HOURLY RANGE: \$18.90 - \$23.03

SUMMARY:

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REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Administer assessments, score, and provide results as needed at multiple locations in accordance with employer or program needs. Exercise independent judgment in initiating, implementing, and coordinating grant project activities.

Develop a follow-up system and process for exited participants to ensure accuracy and alignment with WIOA requirements. Coordinate with Career Specialists to ensure warm receipt of closed files, including procedures for introduction, participant communication plan, follow-up, and documentation in CalJOBS. Provide participant follow-up for 12 months after exit to ensure optimum performance outcomes are achieved, including supportive service activities, assistance with job accommodation or work related issues, information and assistance with career pathway development, further education or training, and other services needed to ensure success for participants. Implement operational support activities related to closures as needed or required. Maintain current and accurate database to track participants in follow-up status and prepare comprehensive reports with deadlines as assigned.

Facilitate workshops in a classroom setting on a range of topics including resume development, job search techniques, interview and soft skills in the workplace; ensure the facility and required equipment and materials are available and ready for use; provide prompt feedback and response to all questions, comments, and submitted assignments from workshop participants; provide up to date labor market information and community resources; update workshop curriculum and materials, as needed and prepare and maintain workshop

evaluations and event scheduler in CalJOBS.

Provide assistance to job seekers to develop grooming, communication skills, problem solving skills, attendance, attire, and other appropriate work behaviors; plan, organize, and deliver workshops and seminars to job seekers. Assist job seekers with resources for preparing and developing resumes, cover and thank you letters, and conduct mock interviews to enhance interviewing skills

Schedule, attend and/or conduct community outreach presentations and orientations at multiple locations; attend a variety of events such as community presentations, outreach events, and other activities; coordinate and assist staff with workshops and job fairs. Participate in various conferences, meetings, and training events.

Develop, update and distribute a variety of flyers, brochures, pamphlets and other marketing materials.

OTHER DUTIES:

Perform a variety of clerical functions in support of Business and Career Specialist staff.

Provide information to job seekers regarding available program services and eligibility requirements. Interview job seekers to determine eligibility; enter eligibility information into a designated tracking system; assist job seekers in completing necessary forms and paperwork and gathering required documentation; track outstanding applications and documentation to ensure timely completion of the application eligibility process.

Assist with the development of procedures for routine auditing of participant records to ensure accuracy, timeliness of services, and database entries.

Communicate with various partner agencies and community based organizations to exchange information regarding programs and services.

Review data, test scores, files, eligibility status, and other information concerning job seekers; research labor market supply and demand, as needed.

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 description 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.
- Strong verbal communication skills and presentation techniques.
- WIOA regulations and guidelines governing eligibility for programs and services.
- WIOA exit and follow-up procedures.
- Available community resources and services.
- Local and regional labor market, related demographics and employment research methods.
- Occupational resources related to analyzing required qualifications and identifying training needs.
- Principles and techniques of effective communication, public relations, and sales or marketing.
- Job Search techniques and career development.
- Resume writing experience and skills.
- Standard and accepted office practices and procedures.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Human Resources processes and procedures related to hiring and training.
- Varying needs of diverse populations related to academic, socioeconomic, cultural, disability, and ethnic backgrounds.
- Interpersonal skills using tact, patience, and courtesy.
- Recordkeeping and report preparation techniques.
- Proficient in 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.
- Facilitate in a large group setting.
- 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.
- Perform mathematical calculations including addition, subtraction, multiplication and division accurately.
- Plan and coordinate community events.
- Develop marketing materials such as flyers, brochures, pamphlets, and postcards.
- 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.
- 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.
- Maintain high levels of files and records, data entry, and prepare related reports.
- Work flexible hours, including evenings and weekend, as needed.

EDUCATION AND EXPERIENCE:

Completion of a high school diploma or the equivalent and a minimum of 1 year post-secondary training and four years of experience working in an outreach or communication role or a related field at a community based organization.

OR

Associate's degree in Marketing, Communication and/or Human Resources or a closely related field and two years of work experience.

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:

Communicating to exchange information in person or on the telephone.

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

Operate a computer and effectively utilize a variety of software and on-line tools.

Reading 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.

MCWIC APPLICATION FOR EMPLOYMENT

All applicants are considered for all positions without regard to race, color, creed, religion, sex, national origin, citizenship status, ancestry, age, marital status, veteran status, physical or mental disability, pregnancy, medical condition, sexual orientation, sex stereotyping, transgender status, gender identity, gender expression or any other legally protected status. By completing this application, you are seeking to join a team of hardworking professionals dedicated to consistently delivering outstanding service to our customers and contributing to the financial success of the company, its clients, and its employees. Equal access to programs, services and employment is available to all qualified persons. Those applicants requiring accommodation to complete the application and/or interview process should contact a management representative.

(Please Print)
 Position(s) applied for: _____ Date of Application: _____

Last Name	First Name	Middle Name	
Address	City	State	Zip Code
E-mail Address		Nickname	
Telephone Number(s)			

EMPLOYMENT EXPERIENCE

Please list the names of your present or previous employers in chronological order with present or last employer listed first. Be sure to account for full periods of time including military service and any period of unemployment. If self-employed, give firm name and supply business references. [Add additional page if necessary]

Name and Address of Employer	Dates Employed		Supervisor and Telephone Number	Job Title and Duties	Reason for Leaving
	From Month/Year	To Month/Year			
			May we Contact <input type="checkbox"/> Yes <input type="checkbox"/> No		
			May we Contact <input type="checkbox"/> Yes <input type="checkbox"/> No		
			May we Contact <input type="checkbox"/> Yes <input type="checkbox"/> No		

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 or 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: _____