

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

WORKFORCE PROGRAM COORDINATOR

DEFINITION

Plans, develops, coordinates, evaluates, and administers either a statewide Iowa Workforce Development program or multiple Iowa Workforce Development programs for an assigned area of the state; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Develops, writes, interprets, and implements administrative program policies, methods and procedures to conform with federal, regional, and state rules, regulations, guidelines, executive orders, mandates, and legislative acts.

Reviews narrative and statistical plans of service or responses to requests for proposals for the assigned programs to assure conformation with Iowa Workforce Development objectives, to gain ideas for future statewide initiatives, and where appropriate, make recommendations for funding.

Establishes program budgets and plans of service based upon the number of customers served, projected customer needs, and approved state and federal allocations to justify budget proposals and to conform with established rules and regulations.

Analyzes program expenditures in coordination with a budget analyst to effectively utilize the funds available; recommends alternatives such as shifting resources from one area to another; monitors and corrects over-spending in any local area.

Monitors and evaluates program activity from onsite visits, computer printouts, field reports, or through the Management Information System to determine effectiveness and deficiencies of the programs in relation to their plan of service annual goals.

Compiles written reports for local program managers to point out significant program progress or deviations from planned levels of performance; provides training or technical assistance where appropriate.

Coordinates program activity with local, state, or federal officials, department support staff, and the media to insure conformance to policy guidelines and to promote Iowa Workforce Development activities in an effort to meet local workforce needs.

Travels to attend meetings and conferences, or to receive training.

COMPETENCIES REQUIRED

Knowledge of Workforce Development Center policies, procedures, and state and federal regulations.

Knowledge of how to assemble, analyze, and report data and information in a clear, precise and objective manner.

Knowledge of statistical evaluation sources.

Knowledge of the contents of federal and state resource allocation formulas, their use in determining goals and their effect upon local area resource allocations.

Knowledge of community resources which exist to provide workforce related services.

Knowledge of the principles of budgeting.

Knowledge of basic math to include addition, subtraction, multiplication and division.

Ability to apply personal work attitudes such as honesty, responsibility and trustworthiness required to be a productive employee.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited four year college or university and experience equaling three years of full-time work involving employment interviewing, counseling, management, program planning, or occupational, budget, or labor market analysis;

OR

an equivalent combination of education and experience substituting one year of qualifying experience for each year of the required education to a maximum of four years;

OR

an equivalent combination of education and experience substituting graduate level course work in business or public administration, economics, planning or closely related areas for experience on the basis of 30 semester hours for each year of required experience to a maximum of two years;

OR

current employees of the Iowa Workforce Development Department can qualify with two years of full-time work involving employment interviewing, counseling, management, program planning, or occupational, budget, or labor market analysis.

Effective Date: 11/07 TB