

CENTRAL TEXAS WORKFORCE CENTERS

POSITION DESCRIPTION

TITLE/CLASSIFICATION: Workforce Development Specialist

Job Description:

Performs customer interviews and intake in person and over the phone. Determines and documents eligibility, verifies information and notifies applicant of availability of subsidized childcare. Also facilitates customer access to all available Workforce Center services. Performs work under the direct oversight of a Workforce Supervisor working through to a Workforce Administrator, with limited supervision and moderate latitude for the use of initiative and independent judgment.

Duties and Responsibilities:

- Provides intake services for applicants seeking subsidized childcare.
- Accepts and coordinates referrals for childcare from authorized referral sources.
- Determines, verifies and documents eligibility for subsidized childcare with subsequent notification to parents of their eligibility status.
- Enters required data in an automated system.
- Maintains required documentation in case files.
- Maintains a waiting list of childcare applicants.
- Enrolls eligible children in childcare provider facilities.
- Promotes and ensures parental compliance with the terms of a Personal Responsibility Agreement.
- Computes and assesses parent fees to customers.
- Manages intake and referral for special direct childcare projects.
- Educates customers on their rights and responsibilities.
- Provides customers information and education to help them make informed and appropriate child care choices.
- Assists customers in meeting provider enrollment agreements.
- Advises customers of applicable child care attendance and absence policies.
- Notifies customers of child care service changes.

TITLE/CLASSIFICATION: Workforce Development Specialist

Page 2

1. Determines and verifies continued eligibility for subsidized child care at least every six months or as needed per changes reported by customer.
2. Terminates childcare services as required when customer is no longer eligible.
3. Responds to customer complaints.
4. Other duties as assigned.

Qualifications:

The requirements listed below are representative of the knowledge, skills, and/or ability required. Persons with disabilities may expect reasonable accommodations to perform essential functions.

Education and/or Experience: Bachelors' degree in human services, business, education, or related field from an accredited four-year college or university. One (1) year of qualifying experience may be substituted for each year (30 semester hours) of college up to a maximum of two years.

Language Skills: Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present ideas verbally and give detailed briefings and training classes to staff, management, public groups, and customers. Ability to write effectively using correct English preparing memos, letters, reports, and customers case notes.

Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages. Ability to apply concepts of basic algebra and geometry.

Reasoning Skills: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Other Skills and Abilities: Technical knowledge of child care laws, rules and regulations. Ability to work independently. A working knowledge of automated systems and data entry processes. Proven employment record and ability to work with a diverse population. Must be able to handle multiple tasks. A working knowledge of Windows-based software.

TITLE/CLASSIFICATION: Workforce Development Specialist

Page 3

Physical Demands: While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific correctable vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee occasionally works near moving mechanical parts. The noise level in the work environment is usually moderate. Work is generally indoors in a typical office environment. Occasional travel and work schedule outside normal hours required.