

Northwest Workforce Council

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- www.nwboard.org -

Workforce Technician: Participant Services, Program and Project Support

The Position Overview

This job requires an insightful, pragmatic, and imaginative professional that can:

- ✓ Be committed in providing value to individuals and the community
- ✓ Collaborate as an essential team member
- ✓ Build agency connections to service organizations
- ✓ Manage multiple tasks and balance priorities
- ✓ Effortlessly discuss the benefits of services and be an active listener

If you see yourself in these attributes, consider a career as a Workforce Technician in the dynamic field of Workforce Development with the Northwest Workforce Council (NWC). The Workforce Technician works individually on projects, delivers individual and group services, works collaboratively as a team member, and provides support to program and management staff. The job requires an individual with curiosity, flexibility, and drive. If you value your work and its contribution to a healthy community, then this may be a good fit!

Program Job Functions

Tasks:

- Provide follow up services to participants who successfully complete programs
- Delivers workshops and other group activities
- Assists individuals in preparing training proposals to receive scholarship funding
- Assists participants in navigating and accessing learning management systems
- Provides interview preparation services
- Assists people in creating and updating application materials (resumes, cover letters, letters of interest)
- Arranges and proctors basic skills tests and inputs results into the MIS system
- Responds to and tracks incoming inquiries regarding NWC program services in a timely manner
- Delivers program support and customer services as needed
- Processes a participant's program completion, reviewing data in the MIS system for accuracy and completeness

NWC Operations and Fiscal Functions

Tasks:

- Supports the ongoing functions of the agency's technical devices
- Participates in IT asset inventory control
- Working independently or in a team, assists in developing or updating technical and process desk guides for staff and job seekers

- Participates in agency work teams which may include task teams, process improvement teams and others
- Quality review of key processes to ensure appropriate and proper documentation and data entry accuracy.
- Supports and conducts outreach and marketing efforts to cultivate program participation
- Other meetings/projects as designated by manager (i.e., weekly Direct Service meeting)

Essential Knowledge, Skills and Abilities

- Service minded and able to convey confidence and compassion while empowering others to make positive change.
- Strong interpersonal and customer service skills
- Excellent communication and presentation skills, including the ability to relate, persuade, lead, negotiate and express yourself in speaking and writing. Effective listening a must.
- Operates well with inclusivity and diversity and understanding differences in ability, personality, interests, learning styles, and motivation of job seekers.
- Ability to quickly learn, while preserving attention to detail to ensure accuracy and consistency
- Ability to use customer communication tools, applications, such as Constant Contact, and navigate job seekers through learning management systems (e.g., LinkedIn Learning). Able to navigate and record information in complex Management Information Systems (MIS).
- Ability to manage small projects from planning, implementing, and evaluation stages.
- Proficiency with Microsoft Office Suite, especially Word, Excel and Outlook
- Adaptable and flexible

EDUCATION AND EXPERIENCE REQUIREMENTS

An Associates of Arts or Sciences degree with major coursework in Human or Social Services, Business, Marketing, Vocational Guidance, or related field ; **AND/OR** three years of progressive paid experience in workforce development, private business, human services, program administration and/or community development which provides demonstration of the knowledge, skills, and abilities to perform the essential functions of the position.

WORKING ENVIRONMENT AND ADDITIONAL REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty/responsibility satisfactorily. The requirements listed below are in addition to the essential duties/responsibilities and required skills:

- The Workforce Technician is a non-exempt, professional position which requires a full-time schedule. The employee is required to be present in the workplace on a regular and reliable basis. This is not a virtual work position. Normal business hours are Monday through Friday; 8:00 AM to 5:00 PM. Occasionally alternate schedule/hours as may be required to effectively execute duties of the position.
- Work is conducted primarily in an office setting and involves travel within the region; employee to provide own transportation, with travel reimbursed.
- Valid driver license and a properly licensed and insured automobile available during work hours.

- During the six-month provisional employment period, the applicant must be able to perform the essential functions of job without any extended leave time.
- Consistent with public health recommendations, employees are strongly encouraged to maintain current vaccinations against infectious diseases.
- The position requires successful completion of a criminal background check as a condition of employment.

Direct and indirect customer contact is necessary, and the candidate needs to be able to walk, stand occasionally, sit up to eight hours per day, enter data into Excel spreadsheets and MIS systems, utilize virtual platforms such as Zoom and Microsoft Teams

BENEFITS

This is a one-year project position which may be extended based on performance and availability of funding. Beginning salary is \$48,000 per year with step increased up to \$65,000 per year. Excellent benefit package including employer paid employee medical and vision; employer paid family dental insurance coverage; an employee assistance program; long term disability insurance; paid vacation and sick leave; eleven paid holidays; and employer funded (@ 7%) 401K retirement plan. For a more detailed look at NWC's Benefit Package, please visit www.nwboard.org.

APPLICATION PROCEDURE

To apply, please submit the following to HR@workforcenorthwest.org or by mail to: Human Resources, Northwest Workforce Council, P.O. Box 2009, Bellingham, WA 98227:

1. **Letter of Interest**, to include the title and location of the position you are applying for
2. **Current Resume**
3. **Supervisory References** (contact information only, minimum three)
4. **Detailed Response** to the following two questions:
 - What is your understanding of the position?
 - How are you uniquely qualified for the position?

Only those applications that contain the above required items (1-4) will be considered. It is NWC policy to verify information contained in all application materials.

Candidates whose qualifications most closely match the desired attributes will be invited to interview at their own travel expense. The process may include, in addition to an oral interview, a written exercise, a presentation and/or skills testing.

NWC reserves the right to extend application deadlines and to modify the selection schedule without notice, or to form eligibility lists for, or make appointments to other NWC positions with similar employment requirements. Position may be filled immediately and is open until filled.

Northwest Workforce Council is an Equal Opportunity Employer. Auxiliary aids and services are available to persons with disabilities upon request; send email to HR@workforcenorthwest.org.

