

## GOLDEN SIERRA JOB TRAINING AGENCY

### PROGRAM ANALYST

#### DEFINITION

To perform a variety of complex professional duties and tasks related to workforce development, administration, and Management Information Systems (MIS); to perform analytical work related to the implementation and evaluation of workforce development programs; and to provide administrative and professional support to the Deputy Director.

#### DISTINGUISHING CHARACTERISTICS

Positions at this level are distinguished from other classes by the level of responsibility assumed, complexity of duties assigned, independence of action taken, and by the amount of time spent performing the duties. Employees perform the most difficult and responsible types of duties assigned to similar classes. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

#### SUPERVISION RECEIVED AND EXERCISED

This position receives direction from the Deputy Director.

This position may exercise functional and technical supervision over professional staff as assigned.

#### EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to:

Develop and maintain a comprehensive understanding of all Agency programs and related performance requirements

Review, prepare, and monitor contract documents, program manuals, operational memos, internal policies, and other written materials to ensure compliance with program requirements.

Provide staff training and technical assistance to ensure continuous improvement of programs and processes.

Document data management protocols based on the various data collection systems established by the agency.

Monitor and analyze data to ensure that all electronic entries are complete, accurate, and consistent with program and management needs.

Monitor and analyze data to identify trends and measure progress toward performance goals.

Monitor the accuracy of participant case files to ensure proper program/service eligibility and compliance with State/Federal guidelines.

Conduct on-site reviews to ensure compliance in areas that include eligibility, program design, service delivery, and fiscal administration; identify programmatic needs, research possible solutions, and recommend changes to resolve program-related issues.

Develop and implement corrective action plans in response to compliance monitoring conducted by State/Federal entities.

Compile information and prepare and maintain a variety of narrative and statistical records and reports related to programs, projects, clients, and assigned duties.

Provide presentations to the WDB as it relates to service provider performance, program compliance, and the interpretation of technical information.

Research, assemble, verify, and compile a variety of documents, records, forms, data, and information required by State/Federal guidelines.

Communicate with consortium personnel, staff, and the WDB to exchange information and resolve issues or concerns.

Work with the management team to assist with long- and short-term planning.

Maintain positive relationships with businesses, service agencies, and training institutions.

## MINIMUM QUALIFICATIONS

### Knowledge of:

The laws, rules, and regulations of WIA/WIOA and other programs and grants administered by the WDB.

Advanced mathematics and research methods.

Compliance monitoring techniques.

Modern office practices, procedures, and equipment (including the data management systems established by the agency).

Word processing, spreadsheet, database, and graphics applications.

Principles and practices of data analysis.

Methods of collecting and organizing data and information.

Record-keeping, filing, and report preparation techniques.

Ability to:

Understand, interpret, and explain various laws, regulations, and policies.

Analyze data, prepare reports (narrative and statistical), and communicate findings.

Conduct research, analyze data, and detect/solve problems and errors.

Prioritize, organize, and complete tasks independently and in a timely manner.

Perform duties with minimal instruction and supervision.

Work effectively in a fast paced environment.

Create and maintain accurate files and records.

Process, review, and verify the accuracy and completeness of a variety of forms and documents.

Learn policies and objectives of assigned grant programs and activities.

Meet schedules and deadlines.

Protect the confidentiality of records in accordance with applicable rules and regulations.

Build and maintain positive working relationships with co-workers, managers, board members, and the public using principles of good customer service.

Communicate effectively and exercise a high degree of planning, problem-solving, coordination, and presentation skills.

Type a minimum of 45-50 words per minute.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation;

use the telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

### Experience and Training

#### Experience:

At least two years of professional experience in job training/workforce development administration and operations similar to an Assistant Business and Employment Specialist with Golden Sierra Job Training Agency.

#### Training:

A Bachelor's degree from an accredited college or university with major course work in business, economics, mathematics, public administration, psychology, sociology, child development, communication studies, human resources, career counseling, or a related field.

### License or Certificate

Possession of, or ability to obtain, a valid California driver's license. Proof of adequate insurance and medical clearance may also be required.

Possession of, or ability to obtain, a favorable "suitability" determination from the Social Security Administration's Personnel Security and Suitability Program.