



GOLDEN SIERRA JOB TRAINING AGENCY

BUSINESS AND EMPLOYMENT SPECIALIST SUPERVISOR

- Classification: Business and Employment Specialist Supervisor
- Type: Full-Time
- Salary Range:* A¹ (\$36.88/hour) – G (\$49.54/hour)
- Schedule: Monday – Friday (40 hours per week)
- Assigned Worksite: 115 Ascot Drive, Suite 100, Roseville, CA 95661

POSTING DATES

Open until filled. For immediate consideration, applicants are encouraged to apply early.

AGENCY

Golden Sierra is a public agency that offers quality workforce investment services, providing both employers and individuals with the opportunity to achieve and sustain economic prosperity.

PURPOSE

The intent of this recruitment is to fill one full-time (40 hours per week), Business and Employment Specialist Supervisor position to work out of the America's Job Center of California (AJCC) in Roseville, California.

DEFINITION

To supervise, direct and train professional business and employment staff; to perform a variety of complex professional duties and tasks related to workforce development, administration and operations; to perform analytical work related to development, implementation and evaluation of workforce development programs and AJCC career centers; and to provide administrative and professional support to the Program Manager.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Business and Employment Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing direct first-line supervision over assigned professional staff. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction from the Program Manager.
- Exercises direct supervision over professional staff.

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

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the AJCC and related operations; implement policies and procedures.
- Plan, prioritize, assign, supervise and review the work of staff involved in business and employment services; conduct performance evaluations of assigned staff.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; assist in implementing discipline procedures.
- Oversee and supervise office operations; purchase supplies, material and equipment; perform and/or oversee technical information technology system activities.
- May conduct client assessments that require formal certification.
- Interview youth and/or adult clients to gather information, conduct assessments; identify needs, and determine eligibility for employment services; obtain required documentation and approve applications according to regulations and policies.
- Explain regulations, rules and policies to youth and/or adult customers and apprise them of rights and responsibilities and assist applicants in completion of forms for employment programs; assist clients via the Internet and other computer applications.
- Interview youth and/or adult customers for initial appraisal of client's job readiness; gather information on client's education, work history, skills, and barriers to employment; identify employment goals and objectives, the time it will take to reach the goal, and the available resources to attain the goal.
- Provide employment services in the AJCC Center; assist clients and potential customers with researching employment and related resources, using the computers and Internet, and answering questions related to potential services.
- Conduct training sessions on a variety of topics related to life and employment skills; prepare and/or edit curriculum of training sessions.

- Approve and provide supportive services for customers such as transportation, ancillary needs, and childcare where such services would permit continuation or acquisition of employment.
- Identify and refer to appropriate services any customers who require assistance with such problems as substance abuse, mental health, domestic violence, homelessness, child or adult abuse or neglect.
- Develop and manage employment services plans for job-ready clients who need minimal services for removal of employment barriers.
- Assign and monitor job search and job skill activities and track applicable time limits; refer unsuccessful clients for further evaluation.
- Contact and respond to requests from local businesses regarding potential services and/or resources.
- Enter data accurately online into one or more computer systems; utilize and understand various computer screens and complete and review computer and on-line documents and other forms.
- Prepare clear, concise and accurate records, narratives, reports and statistics; maintain case record files, update and modify employment plans as necessary.
- Monitor customer compliance with program standards and agreements; evaluate and report on contract compliance; provide on-going technical assistance to grantees and sub-grantees in meeting technical obligations, including filing reports and related performance criteria apply customer sanctions and conducts reconciliation interviews to bring customers back into conformity with employment plan requirements.
- Train the general public, Agency staff, and Agency partner staff on routine procedures related to AJCC applications.
- Build and maintain positive working relationships with co-workers, other Agency employees and the public using principles of good customer service.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of job training and workforce development.
- Federal, state, and local legislation and regulation related to job training.
- Principles of supervision, training and performance evaluations.

Ability to:

- Organize, implement and direct job training and workforce development services, operations and/or activities.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- 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 telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.
- Practices and techniques of interviewing; resume/job application preparation and presentation.
- Provide a highly developed level of access to community and regional resources related to AJCC employment services.
- Supervise, train and evaluate assigned staff.
- Prepare and present clear concise reports, orally and in writing.
- Gather, compile, analyze, and interpret data.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of professional experience in job training/workforce development administration and operations similar to an Business and Employment Specialist II with the Golden Sierra Job Training Agency.

Training:

Equivalent to a bachelor's degree from an accredited college or university with major course work in business or public administration, human resources, career development, or a related field.

License or Certificate

- Possession of, or ability to obtain, an appropriate, valid California driver's license. Proof of adequate insurance and medical clearance may also be required.
- Possession of, or ability to obtain, certification to conduct client assessments may be required by some positions.

Pre-employment physical and background screening are required for hire.

*Salary:

- New hires will start at Step A¹ and are eligible to advance to Step A² after successful completion of an introductory period of 1,040 hours.

Benefits:

- Pension - CalPERS
- Healthcare - CalPERS
- Dental - Delta Dental
- Vision - VSP
- Life insurance - Sunlife
- Accidental Death and Dismemberment - Cigna
- Long Term Disability - Lincoln
- Deferred Compensation - CalPERS Voya 457
- FSA medical reimbursement account - WageWorks/Health Equity

APPLICATIONS AVAILABLE AT goldensierra.com/careers

**APPLICATIONS & FORMS MUST BE SUBMITTED AS OUTLINED IN
“SUBMISSION INSTRUCTION” LOCATED ON THE APPLICATION. NO
PAPER APPLICATIONS WILL BE ACCEPTED.**

*Golden Sierra is an equal opportunity employer/program
Auxiliary aides and services are available upon request. Please
contact Golden Sierra at least ten working days before a scheduled
interview if you require accommodation.*