

Job Description

Position: WIA Intake Assistant

Department: The Highland County Employment Center

Division: Highland County Job and Family Services

Organization: Southern State Community College

Location: 1575 North High Street
Hillsboro, Ohio 45133

Term of Employment: 18 Months – start 01 July 2009
Full –Time / Temporary end 31 December 2010

Hours: Monday thru Friday
8 AM to 4:30 PM

Reports to: The One-Stop Manager

Overall Responsibility

This position is responsible for assisting the WIA Case Manager in collecting, organizing, and filing required eligibility documents, as well as acting as a liaison between the WIA Case Manager and the WIA training applicant. The primary purpose of the WIA Intake Assistant is to interview and maintain communications with WIA Trainee participants who have previously been determined to be eligible for WIA training. The WIA Intake Assistant will collect, verify required documents for WIA training program, enter required information into the WIA section of the State employment system, known as SCOTI or its replacement. The WIA Intake Assistant is responsible for filing required documents in accordance with WIA requirements.

Key Areas of Responsibility

I. Interviews and maintains communications with WIA trainee participant who have previously been determined to be eligible for WIA training, concerning whether these participants continue to be eligible for WIA training program (i.e.; insuring required documents are submitted, communicating with training facility), and follow-up with the WIA Case Manager regarding any changes of participant eligibility.

- A. Establish and maintain effective working relationship with WIA Case Manager, co-workers, other agencies, and the public.
- B. Must possess capacity to serve as information point for new and existing WIA training participants as well as all other customers of the One-Stop.
- C. Must possess excellent interpersonal communication skills, as well as verbal and written communication skills.

II. Verifies information requested by the computer system (e.g., SCOTI) and updates WIA training participants into the system by typing the information into the computer system as it is needed.

- A. Matches the WIA training participant's identification, address , etc.
- B. Requests and obtains verification of residence, pay, etc. from WIA Training participants if any Changes are noted.
 - a. If required verification is not available at the time of the interview, provides the WIA training participant with a list of verifications needed to continue assistance, and goes over the list with the client to make sure he/she knows what is needed.

III. Collect, copy, and file all required documents as specified by the WIA Case Manager, federal requirements, and any other regulatory requirements.

- A. Must possess strong organizational skills
- B. Must have strong working knowledge of general office practices and procedures
- C. Having a working knowledge of basic office equipment; copier, fax, etc.
- D. All others assigned duties

Minimum qualifications, knowledge and abilities

Good knowledge of correct English grammar, spelling, and punctuation

Fundamental understanding of office methods, procedures, practices, and filing systems

Computer literacy is highly important. Working knowledge of MS Word, MS Excel, E-mail, able to learn new software in a short period of time.

Ability to clearly explain a variety of policies and procedures, to interested individuals in WIA training, public, and other co-workers.

Ability to perform basic clerical work involving accuracy and speed with minimal supervision.

Ability to maintain records and files; ability to screen incoming telephone calls and visitors, and maintain confidence.

Ability to handle various special projects on an ongoing basis while addressing daily needs for the office.

Ability to read and write at a level appropriate to the duties of the position.

Experience and education

The successful candidate for the WIA Intake Assistant will have the equivalent of at least one year of general office experience provided the individual possesses the knowledge and abilities listed above.

Ideally, work related experience will have been gained in a public sector environment with emphasis on programs in training and/or workforce development in a similar type department or agency.

Equivalent or similar experience in a business environment will also be considered.

Must possess a High School Diploma or GED, preference would be a two year degree in business administration.

**Submit Letter of Application,
Curriculum vitae, and list of
three professional references**

to:

jjoy@sscc.edu

Southern State Community College is an EEO/AA employer.