

# Central Virginia Planning District Commission

## Classification Description

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**Classification Title:** Workforce Administrative Technician  
**Department:** Workforce Development Board  
**Supervisor:** Coordinator of Youth Talent Development  
**Pay Grade:** 101  
**FLSA Status:** Non-Exempt

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### **General Statement of Job**

The Workforce Administrative Technician provides administrative assistance and program support services to the WIOA Programs including customer service by phone, social media and for walk in customers. Schedules office appointments, facilitates applications for services, proctoring assessments and guiding efficient operations of the office. Insures quality customer service in the career resource room and supports appropriate policies, procedures and guidelines concerning Career Works customers. The position may also assist with processing invoices and payment authorizations.

### **Specific Duties and Responsibilities**

#### **Essential Functions:**

Serve as first point of contact to the public; explaining the functions of the Career Works Center. Greets and receives visitors and walk-in customers. Provides a general orientation to the public about the program services and career resources available for use and answers incoming phone calls using a multi-line system.

Assist with records and managing invoices, facilitate participant registration, and referrals to other organizations as needed.

Schedule, organize and assist with meetings, record meeting minutes, and schedule room reservations staff. Help with organizing information needed for job recruitment and career fairs. Help with special projects as needed by supervisor/staff for efficient operation of the Career Works Center.

Maintain log of visitors/clients to the office. Screen applicants to identify their need for services. Reviews needed documentation and schedules appointments for eligible clients to meet with case managers. Trouble shoots customer complaints and problems. Offer conflict resolution for high quality customer service.

Assist Supervisor/Staff in gathering information to prepare and maintain routine reports and other records using spreadsheets, database or other software.

Assist WIOA Title 1 staff in the collection of follow-up data to ensure quality services and improved performance.

Schedule, organize and assist with applications for services, customer financial documentation and assessments.

Take and distribute meeting minutes. Help with organizing information needed for job recruitment and career fairs. Help with special projects as need by supervisor/staff for an efficient operation of the Youth Works Center.

Perform other duties as assigned.

**Knowledge, Skills, and Abilities:**

Ability to perform clerical duties including typing, filing, light bookkeeping. Ability to operate office equipment and computers to manage office operations required.

Knowledge of office systems practices, and administration required.

Knowledge and ability to use word processing, database spreadsheet and e-mail software required.

Demonstrate knowledge of and skill using effective customer service techniques including problem solving when applying policies, procedures, and guidelines. Ability to communicate effectively with a diverse public in writing and orally to include the ability to explain information to participants, the general public and to draft correspondence required.

**Education and Experience**

High School Diploma or equivalent required.

Experience working as a secretary or administrative assistant required.

Experience with filing systems, computers and word processing software, customer service, multi-line telephones and written correspondence required. Experience working within an educational or workforce setting and with community and career resources preferred. Experience in workforce development preferred.

Possession of valid Virginia Driver's license and acceptable driving record required.

### **Physical Conditions and Work Environment**

Work is normally performed in an office environment in a seated position; work occasionally is outside at project site. Job requires frequent use of hands and fingers to operate a computer and other equipment, and to reach with hands and arms. Occasionally required to stand, walk, bend, stoop, kneel, crouch or crawl, and occasional lifting or moving objects of up to 30 pounds. Requires close vision and ability to adjust focus.

**Date Approved:**

**Date Amended:**      October 21, 2019