

**ARIZONA@WORK - YUMA COUNTY
YUMA PRIVATE INDUSTRY COUNCIL
POSITION DESCRIPTION**

Title:
Employer Outreach Coordinator (Youth Department)

Reports to: Program Development Specialist

Classification: Non-Exempt

Effective Date: June 2023

Salary: \$21.63 Per hour

The Yuma Private Industry Council is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability status, protected veteran status, or any other characteristic protected by law.

SUMMARY

The Employer Outreach Coordinator reports to the Program Development Specialist and is responsible for engaging with a diverse range of employers and with entities in the region (including South and East Counties). The Employer Outreach Coordinator develops and implements Program Element 3 Paid and Unpaid Work Experiences; including job shadowing, On-the-Job Training, and Leadership Plans for Youth participants. This position is responsible for creating contracts with employers and data entry in a statewide database. The incumbent must have excellent communication and organizational skills, must follow through with all commitments, and must be able to accurately enter detailed information in computer systems such as the State database.

This position must have reliable transportation; must be able to plan and coordinate activities throughout the county to ensure that employers and participants from all areas in the county participate in WIOA-funded training activities.

This position must review and ensure understanding of Youth Program guidance documents including, but not limited to: internal policies, state policies, Department of Labor (DOL) Training and Employment Guidance Letters (TEGLs), federal rules and regulations, state broadcasts, etc. This position must keep abreast of program updates by Federal, State, and Local Board directives, and WIOA Performance measures. This position must master the use of mandated state database system(s), to ensure timeliness, accuracy, completeness, and comprehension.

Below is the framework of the essential duties assigned to this position; however, please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

MISSION STATEMENT OF THE WORKFORCE DEVELOPMENT BOARD

To enhance our community by providing quality employment services in collaboration with partnering agencies.

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Below is the framework of the essential duties assigned to the Engagement Liaison; however, other duties may be assigned as part of YPIC's continuous improvement efforts, and/or as required by WIOA and/or as required by Arizona State policies.

PRIMARY/ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. Job Development

Supporting Skills

- Conduct searches for suitable employers throughout the county for participation in Work Experiences for Youth participants.
- Conduct the necessary research, surveys, data collection, and analysis related to the workforce needs.
- Attend events, meetings, etc., and promote the WIOA program to employers.
- Develop a wide variety of training/job opportunities for participants.
- Establish rapport with area businesses and maintain ongoing relationships with businesses.
- Work with businesses to identify job openings.
- Keep track of outreach efforts.
- Keep Youth Services staff informed of local business needs and job placement opportunities.
- In collaboration with case managers, review resumes and interview participants to ascertain suitability for placement.
- Follow Up with employers in a timely manner and keep track of the outcomes.

2. Employer Contracts

Supporting Skills

- Develop Work Experience (OJTs, Internships, etc.) contracts.
- Update contracts as needed.
- Explain contract terms to employers and participants.
- Collect appropriate signatures.
- Enter information into the statewide database and check for accuracy and completeness.
- Responsible for entering accurate Employer Measure on State Data System on a timely basis.

3. Oversight and Implementation of Paid and Unpaid Work Experiences and Leadership Plans.

Supporting Skills

- Determine participant goals and objectives.
- Coordinate with staff to implement Work Experiences and Leadership Plans.

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- Review handbooks, posters, drug-free policy, contract, skills, and timesheet process with employer and participant.
- Monitor participant progress and make revisions as needed.
- Conduct initial, mid, monthly, and post reviews of skills in training contracts.
- Track contract costs to ensure allowed amounts are not exceeded in contracts.

4. Coordination with Employers and other Partner Agencies.

Supporting Skills

- Assist in the coordination of meetings as needed between employers and partner agencies.
- Assist in coordinating and planning the collaborative community job fairs and hiring events.
- Ensure Employer Information Form and business license are up to date.
- Ensure employers are ADA-compliant.
- Other duties as assigned by the Employer Engagement Officer.

5. Arizona Job Connection (AJC) Information Input

Supporting Skills

- Accurate and timely input information in the AJC system.
- Enter case notes on a timely basis as per local policy.
- Case notes must be complete and accurate; ensure case notes reveal the progress and engagement of the participant (case notes must tell the story and explain the rationale for the training or employment decisions made).
- Select the pertaining service codes utilizing the Service Dictionary based on services provided on case notes needed for data entry.
- Upload pertaining documents that support the program requirements such as: contracts and contract reviews, timesheets, copies of checks, and incentive memos to data specialist folders.
- Develop Individual Service Strategy reviews.
- Produce all other documents for data entry inputs such as: employment verification forms, and employment goals.
- Query the AJC system and view monthly, quarterly, and annual reports as needed to maintain the case on track and updated.
- Complete all required documentation.

CORPORATE VALUES

Integrity:

- Be a responsible corporate citizen committed to the health & safety of others, compliance with laws, regulations, and company policies;
- Behave in a businesslike manner demonstrating mature, professional actions;
- Be fair, honest, trustworthy, respectful, and ethical in all engagements;
- Honor all commitments;
- Be accountable for all actions, successes, and failures.

Teamwork:

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- Be committed to the common goal;
- Perform tasks in a manner that benefits the entire organization;
- Openly communicate up, down, and across the organization;
- Value the diversity of our workforce;
- Show willingness to make adjustments in schedules, and maintain openness to others' ideas of working approaches;
- Willingly share your resources.

Performance/Initiative:

- Focus on what is important, perform careful and thorough work;
- Establish and communicate clear expectations;
- Relentlessly pursue success;
- Strive for flawless execution;
- Work hard, celebrate successes, and learn from failures;
- Remain flexible, adapt to change, and balance multiple priorities;
- Continuously look for ways to improve self, services, and processes;
- Technical and Job Knowledge; how well you demonstrate the understanding, knowledge, and technical skills required for your job.

Learning:

- Commit to developing and improving throughout your career;
- Actively seek ways to build upon your capabilities;
- Learn from sharing past decisions and actions both good and bad to continuously improve performance;
- Demonstrate a willingness to use new and different approaches in completing tasks and offer resourceful solutions;
- Use creativity and imagination to develop new ideas and approaches;
- Improve by benchmarking and adopting best practices.

Corporate Level Contribution:

- Perform tasks in a manner that benefits the entire organization;
- Seek to consistently improve quantity, quality, accuracy, and efficiency;
- Look for small improvements as well as major improvements;
- Identify and eliminate unnecessary work and non-value-added activities;
- Optimize time and resources;
- Teamwork: how well you work with others and fit into the corporate culture.

Customer Service:

- Anticipate the needs of those served, and demonstrate true caring;
- Deliver the very best every day to make a difference;
- Continuously look for ways to improve self, services, and processes;
- Demonstrate a positive attitude;
- Make and cheerfully spend time to consistently exceed clients' and colleagues' expectations;
- Show humility for the role played in the lives of others;
- Respect co-workers (by being on time, not using sarcasm, etc.), and appreciate the similarities & differences of each employee.

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CORE SKILLS**

Language:

- Communicating: Communicating with others to convey information effectively.
- Comprehension: The ability to understand information and ideas presented (respond effectively to the most sensitive inquiries or complaints, effectively present information, and/or respond to questions from groups of managers, clients, employers, customers, elected officials, and the general public).
- Speech Recognition: the ability to identify and understand the speech of another person.
- Speech Clarity: the ability to speak clearly so others can understand you.
- Writing: **The ability to communicate effectively in writing as appropriate for the needs of the audience.**
- Written Comprehension: the ability to read and understand information and ideas presented in writing.
- Written Expression: The ability to communicate information and ideas in writing so others will understand (write clear and concise memoranda without close supervision).
- Reading Comprehension: Read, analyze, and interpret general instructions, technical procedures, and government regulations (understanding written sentences and paragraphs in work-related documents).
- Fluency in the English language is required.

Mathematics:

- Apply mathematical concepts such as addition, subtraction, multiplication, division, fractions, percentages, and ratios.

Reasoning:

- Problem Sensitivity: the ability to tell when something is wrong or is likely to go wrong (does not involve solving the problem, only recognizing there is a problem);
- Deductive Reasoning: the ability to apply general rules to specific problems to produce answers that make sense (solves practical problems, collects data, establishes facts, and draws valid conclusions);
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events);
- Critical Thinking: The use of logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions, or approaches to problems;
- Complex problem solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions;
- Making Decisions and Solving problems: Analyzing information and evaluating results to choose the best solution and solve problems;
- Judgment and Decision Making: Considering the relative costs and benefits of potential actions to choose the most appropriate one;
- Coordination: Adjusting actions in relation to others' actions;
- Information Order: The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations);
- Evaluating Information to Determine Compliance with set Standards: Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards;

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- Obtain Information: Observing, receiving, and otherwise obtaining information from all relevant sources;
- Updating and Using Relevant Knowledge: Keeping up-to-date technically and applying new knowledge to your job;
- Organize, Plan, and Prioritizing Work: Develop specific goals and plans to prioritize, organize, and accomplish your work;
- Identifying Objects, Actions, and Events: Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Technology:

- Demonstrate **proficiency** in software including but not limited to Microsoft Windows, Microsoft Office, Microsoft Excel, and Microsoft Access (Database).
- Demonstrate **proficiency** in Internet usage.
- Database user interface and query software;
- Personal digital assistant (PDA) and/or organizers;
- Scanners, laptops, and or recorders;
- Analyzing Data or Information; Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.

Socioeconomic:

- Maintain an awareness of socioeconomic factors bearing on unemployment, local labor community problems, and/or resources relating to the labor market.

Supervisory:

- **Active Learning:** Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Time Management:** Managing one's own time and the time of others.
- **Learning Strategies:** Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Has no direct supervisory responsibility.

Interpersonal:

- Social Perceptiveness: Being aware of others' reactions and understanding why they react as they do;
- Service Orientation: Actively looking for ways to help people;
- Must possess excellent interpersonal skills;
- Must demonstrate excellent self-control and confidence during presentations;
- Must demonstrate a friendly and professional atmosphere.

Independence:

- **Requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to complete tasks and meet deadlines.**

Initiative:

- Requires a willingness to take on new responsibilities and challenges.

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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Effective communication skills;
- Reach with arms and hands.
- Operate keyboard, mouse, copier, fax, and other office equipment.
- Maintain close vision, distance vision, peripheral vision, depth perception, and adjust focus as needed for specific required tasks
- Lift at least 5 – 10 lbs.

Other:

- Demonstrate public speaking skills. Make oral presentations to groups in local and statewide activities.
- Demonstrate interviewing skills.
- Demonstrate data entry and retrieval skills.
- Demonstrate appropriate interpersonal skills to accomplish tasks.
- Interpret federal and state rules and regulations.
- Must possess a valid Arizona Driver's License, reliable transportation, and current liability insurance (**\$100,000 Person/ \$300,000 Accident Bodily Injury and Property Damage**).
- Must possess or be able to obtain a Level One Fingerprint Clearance Card
- Must clear a background check with the Arizona Department of Child Safety
- Must demonstrate the Core Values of the Organization.

EDUCATION AND EXPERIENCE

A minimum of a Bachelor's Degree in Business Management, Administration, Marketing, Leadership, or a related field and three years of experience in the Outreach/Job Development field; Or a combination of education and extensive experience.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level is usually moderate in an office environment.