YUMA PRIVATE INDUSTRY COUNCIL, INC

POSITION DESCRIPTION

Title:	Compliance Review Support Clerk
Department:	Compliance
Reports to:	Compliance Manager
Classification:	Non-Exempt
Revision Date:	November 2022
Salary:	$16.15 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 Compliance Review Support Clerk reports to the Compliance Manager, and provides support to the Compliance Review Technician. This position analyzes documents produced by employees of the Yuma Private Industry Council (YPIC) and service providers under the Workforce Innovation Opportunity Act (WIOA). In addition, this position will assist with reviewing the American with Disabilities Act (ADA) and Equal Employment Opportunity (EEO) compliance of Employers and documentation of findings.

This position will assist with conducting interviews with participants, and employers, and will provide support to the department with quality control functions. Additional tasks include assisting in the completion of the monitoring logs for all service providers.

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.

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Duties, responsibilities and activities may change at any time with or without notice.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. **Assist with Monitoring Documentation according to Federal and State Regulations to Perform Quality Control Review for all Site Locations**

   Supporting Skills

   - Assist with completion of monitoring logs as required.
   - File monitoring Checklists and logs in appropriate binder.
   - Assist with reviewing participant files to extract sample files for quality control evaluation.
   - Gather required data and complete a Performance File Review Rating form for each service provider.
   - Review and be familiarized with statistical reports issued by the Local Workforce Development Area (LWDA), State of Arizona (State) and Department of Labor (DOL) to stay abreast of issues in the field of quality control (i.e.: TEGLS, WIOA State Policies, etc.).

2. **Assist with generating reports from Tableau to ensure timely and accuracy in data entry into the State Automated System (Arizona Job Connection)**

   Supporting Skills

   - Run provider reports and assist with examining data accuracy.
   - Run reports that provide the following; expiring service end dates, expired goals, and required services are being opened and ensuring that O'NET/CIP codes are being entered in education/training services
   - Run reports to comply with youth numbers for five percent requirement

3. **Assist with Participant & Employer Interviews.**

   Supporting Skills

   - Generate a list of current work-based contracts for all service providers on a monthly basis to obtain a list of participant & employer names to be interviewed

- Generate email for all service providers indicating the list of participants and employers to be interviewed.
- Interview employers & participants utilizing a questionnaire form.
- Compile a summary of the interview which will be emailed to the service provider.
- Check worksite for ADA compliant (i.e., required posters posted on worksite & check if worksite is accessible for an individual with a disability)
- Record employer & participant interviews in spreadsheet and file questionnaire in binder.

4. Assist to Maintain AJC Mainframe and Internal Databases

Supporting Skills

- Ensure system integrity.
- Enter data on spreadsheet to track staff and service provider annual re-certification and file backup documentation.
- Become knowledgeable with ISDS to record date of file review.
- Record, maintain, file, and review Employer Approval Information Forms submitted by service providers for content and accuracy.
- Review Contract Database to ensure that the training site was entered correctly and all required fields entered.
- Record and file participant and employer interview on spreadsheet.
- File emails to corresponding service provider folder such as: State Error reports, Service provider findings, technical assistance record, etc.
- Review pending enrollments in AJC to ensure timely denial of files that are over 30 days.

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, success and failures.

Teamwork:

- 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 adjustment 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 develop and improve 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 similarities & differences of each employee.

CORE SKILLS

Language

- Communication: The ability to communicate information and ideas so others will understand (respond effectively to the most sensitive inquiries or complaints, effectively presenting information and responding to questions from groups of managers, clients, employers, customers, elected officials, and the public).
- 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).
- Writing: The ability of communicating effectively in writing as appropriate for the needs of the agency/staff.
- Written Comprehension: ability to read and understand information and ideas presented in writing.
- Reading Comprehension: Read, analyze, and interpret general instructions, technical procedures, and government regulations (understanding written sentences and paragraphs in work related documents).

Mathematics

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

Reasoning

- Problem Sensitivity: 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: ability to apply general rules to specific problems to produce answers that make sense (solves practical problems, collect data, establish facts, and draw 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.
- Interpret a variety of technical instructions.

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.

Socioeconomic

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

Interpersonal

- Social Perceptiveness: Being aware of others' reactions and understanding why they react as they do.

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- Service Orientation: Actively looking for ways to help co-workers, and or other businesses having questions, and demonstrate excellent self-control and confidence during interactions with others.

Physical Demands

- Active Listening: Giving full attention to what other people are expressing, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reach with arms and hands.
- Use hands and fingers to operate keyboards and other office equipment.

Other

- Demonstrate public speaking skills.
- Demonstrate client-interviewing skills.
- Demonstrate data entry and retrieval skills.
- Demonstrate appropriate interpersonal skills to accomplish tasks.
- Interpret federal and state rules and regulations.
- Must be detailed orientated and able to determine timeline needed to meet necessary goals.
- 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)**.
- Demonstrate the Core Values of the Organization.
- Must clear a background check through AZ Central Registry
- Must possess or be able to obtain an AZ Level One Fingerprint Clearance Card

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EDUCATION AND EXPERIENCE

High School Diploma or equivalent combined with three (3) years of experience in a similar position, demonstrating interpersonal skills, interviewing, data entry and retrieval, and interpretation & implementation of Federal and State rules and regulations.

OR, a Bachelor's Degree in a related area with one (1) year of experience that include a reasonable level of responsibility.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this position. The noise level is usually moderate for an office environment.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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