

<b>Job Title:</b>	<b>Business Analyst</b>	<b>Department:</b>	<b>Business Solutions</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-07</b>

## **JOB SUMMARY:**

The **Business Solutions Analyst** performs complex business analysis and provides technical support for the Business Solutions department processes and systems. This position acts as the liaison between key business stakeholders and the Business Solutions department, working with stakeholders to understand and meet their business needs, and implement solutions that meet business goals and objectives.

## **ESSENTIAL FUNCTIONS**

- Interprets, analyzes, and makes recommendations to improve workforce operations and processes to increase customer satisfaction and experience.
- Provides operational and technical support on Business Solutions processes and supports management in identifying opportunities and solutions to improve departmental and system operations.
- Analyze economic data and labor market information to identify trends that impact departmental and system operations as well as customers.
- Performs other related duties as assigned.

## **REQUIRED SKILLS/ABILITIES**

- Knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Knowledge of effective management techniques and practices to include planning, strategy development and implementation, assessment of outcomes and accountability.
- Knowledge of effective case management and counseling.
- Knowledge of applicable policies and procedures to ensure compliance with federal, state, and local guidelines.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills.
- Ability to develop strategies and solutions.
- Ability to analyze and interpret information and data and provide relevant feedback for action.
- Ability to perform market research, monitor, analyze, and interpret data.

## **EDUCATION AND EXPERIENCE**

- High School Diploma or GED required.
- Associates or Undergraduate degree in a relevant field of study strongly preferred.

- (2) years of relevant experience preferably in information systems and/or database management and process improvement experience strongly preferred.
- Additional relevant experience may be considered in lieu of required education.
- Valid driver's license and proof of insurance with safe driving record.
- Bilingual in English and Spanish preferred.

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## PHYSICAL DEMANDS

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee  
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Authorized Representative  
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<b>Job Title:</b>	<b>Business Solutions Liaison</b>	<b>Department:</b>	<b>Business Solutions</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-07</b>

## **JOB SUMMARY:**

A core member of the C2 GPS' workforce center team, the **Business Solutions Liaison** coordinates with local businesses to implement occupational and career services and programs for job seekers and matches employers with skilled workers to meet their workforce needs.

## **ESSENTIAL FUNCTIONS**

- Advocates workforce services and promotes workforce programs to chambers of commerce, professional associations, economic development corporations, and similar entities.
- Monitors program effectiveness, identifies opportunities and makes recommendations for improvement to achieve goals and deliverables.
- Performs market research, monitors, and analyzes data to identify industry trends and provide recommendations to management.
- Plans, coordinates, and facilitates hiring events and job fairs for customers and employers.
- Develops positive business relationships with hiring managers to proactively assess staffing needs.
- Provides customers with career counseling and advising, resume and cover letter development, interview preparation, compensation and offer negotiations.
- Ensures participants are registered in state labor exchange systems and resumes are posted and viewable by businesses utilizing the system and assist participants in the labor exchange system.
- Coordinates, attends, and participates in external recruiting events, job fairs, and networking opportunities to keep informed of employment trends and labor market changes.
- Ensure compliance with federal, state, local employment laws and regulations and company policies.
- Performs other related duties as assigned.

## **REQUIRED SKILLS/ABILITIES**

- Knowledge of effective management techniques and practices to include planning, strategy development and implementation, assessment of outcomes and accountability.
- Knowledge of applicable policies and procedures to ensure compliance with federal, state, and local guidelines.
- Knowledge of the principles of program planning, design, and evaluation.
- Knowledge of laws, regulations, and best practices applicable to hiring and employment recruiting practices.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.

- Excellent verbal and written communication skills.
- Ability to learn applicant-tracking software or other recruitment systems.
- Ability to develop strategies and solutions.
- Ability to perform market research, monitor, analyze, and interpret data.

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## EDUCATION AND EXPERIENCE

- High School Diploma or GED required.
- Undergraduate degree preferred and one (1) year of relevant experience preferably in workforce development.
- Additional relevant experience may be considered in lieu of education.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish preferred.

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## PHYSICAL DEMANDS

Physical requirements include lifting up to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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<b>Job Title:</b>	<b>Business Solutions Recruiter</b>	<b>Department:</b>	<b>Business Solutions</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-05</b>

## **JOB SUMMARY:**

The **Business Solutions Recruiter** oversees the recruiting and hiring processes for C2 GPS. The Recruiter research, develops, and implements effective recruiting strategies to connect businesses, hiring managers, and qualified professional-level candidates to fill job openings and work-based learning opportunities.

## **ESSENTIAL FUNCTIONS**

- Works with businesses seeking professional-level talent and develops close relationships with hiring managers to assess staffing needs and specific, essential details for vacant positions.
- Works closely and collaborates with other team members to identify and develop candidate pools for specific professional level positions.
- Provides customers with career guidance and advising, resume and cover letter development, interview preparation, salary guidance and offer negotiations.
- Ensures participants are registered in state labor exchange systems and resumes are posted and viewable by businesses utilizing the system and assists participants in the labor exchange system.
- Coordinates, attends, and participates in recruiting events, job fairs, and networking events to stay informed of employment trends and labor market changes.
- Performs other related duties as assigned.

## **REQUIRED SKILLS/ABILITIES**

- Knowledge of effective sourcing and management practices to include planning, strategy development and implementation, assessment of outcomes and overall accountability.
- Knowledge of applicable employment policies and procedures to ensure compliance with federal, state, and local guidelines.
- Knowledge of the principles of program planning, design, and evaluation.
- Knowledge of the best practices related to employment and training programs and resume and cover letter development.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills.
- Ability to learn applicant-tracking software or other recruitment systems.
- Ability to develop strategies and solutions.
- Ability to perform market research, monitor, analyze, and interpret data.

## EDUCATION AND EXPERIENCE

- High School Diploma or GED required.
- Associates or Undergraduate degree preferred.
- One (1) year of relevant experience preferably in workforce development.
- Certified Business Services Consultant™ (CBSC) strongly preferred.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish preferred.

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## PHYSICAL DEMANDS

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Authorized Representative  
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<b>Job Title:</b>	<b>Career Advisor I (CA)</b>	<b>Department:</b>	<b>Program Solutions</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-06</b>

## **JOB SUMMARY:**

The **Career Advisor I (CA)** is a pivotal role on the team. The CA provides career counseling and coaching to help customers enhance their training and professional skillset to obtain employment in their desired field. The CA expands job seeker employment opportunities through career exploration strategies and directly impacts C2 GPS' mission success.

## **ESSENTIAL FUNCTIONS:**

- Provides comprehensive career assessments (including professional level customers and to individuals with substantial barriers to employment) to determine occupational interests and aptitude. Identifies training and development needs, current level of vocational skills, employment history, interests, and abilities to assist jobseekers in understanding career options based on their long-term career goals.
- Influences and empowers job seekers and program participants to find employment. This includes recommending helpful workforce programs and services at the local, state, and federal level that customers are eligible to participate and enroll in. Conducts intake process and completes program eligibility for grant funded programs.
- Guides job seekers through the career development & exploration process. Helps determine occupational interests and abilities using a wide range of workforce tools, such as aptitude assessments, interviewing techniques, resume writing, and other career planning services.
- Provides useful and relevant labor market information to include, but not limited to, opportunities, qualifications, and expected pay in various industries to help customers develop actionable and realistic career goals.
- Educates participants on job search skills and industry trends to get them prepared for employment. Uses electronic and other resources to help customers make career and job search decisions. Directly assists jobseekers with resume development, simulated mock interviews, and developing successful job search strategies.
- Provides information regarding training opportunities and educational/training vendors based on jobseeker interest. Also provides customer information on other financial aid and scholarships available.
- Refers participants to training opportunities (occupational skills training, work-based training, apprenticeship) for employability skills and other professional development opportunities.
- Prepares & submits Individual Training Account (ITA), work-based training requests, and/or supportive service requests timely.
- Continuously evaluates customers' needs and provides referrals/connections to internal or external support services to help overcome challenges and obstacles that could undermine the jobseekers' academic or career success.
- Maintains continuous contact with customers in caseload to provide on-going career services, case management, career advising, and regularly monitors progress to ensure completion of academic or occupational goals.

- Develops constructive and cooperative working relationships with internal team members, the public and external partners.
- Partners with business solutions unit within career centers to help identify employment opportunities for participants.
- Proactively screens and refers participants to job opportunities they are qualified for with focus on training-related development.
- Proactively seeks ways to improve workforce services to meet labor market needs.
- Manages customer information and enters required data (service codes and case notes) into the management information system(s) in a timely manner.
- Performs other duties as assigned and fulfills responsibilities as required.
- Ensures that case files meet/exceed all local, state, and federal quality assurance requirements.

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## **KNOWLEDGE / SKILLS / ABILITIES:**

- Knowledge of workforce development, economic development, and project management.
- Knowledge of effective conflict resolution practices, or individual case management and career counseling.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Able to work with diverse customers with unique needs and communication styles.
- Can effectively handle or resolve stressful or challenging situations with difficult customers. Is sensitive to customer needs and feelings and demonstrates concern for others.
- Excellent case management, analytical and critical thinking skills.
- Excellent verbal and written communication skills.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.

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## **EDUCATION AND EXPERIENCE:**

- High School Diploma or GED required.
- Associates or undergraduate degree preferred.
- Previous related workforce experience strongly preferred.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish strongly preferred.

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## **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel may be required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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<b>Job Title:</b>	<b>Career Center Lead</b>	<b>Department:</b>	<b>Program Solutions</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-06</b>

## **JOB SUMMARY:**

The **Career Center Lead** (CCL) supports daily operations and provides workforce services to the customer. The CCL is a critical role in operations and provides technical assistance and support to workforce staff.

## **ESSENTIAL FUNCTIONS**

- Performs essential workforce services and functions to assist individuals participating in workforce programs. To include collecting, analyzing, researching and determining program requirements and customer eligibility.
- Observes, receives and obtains relevant customer information for data entry and prepares customer files.
- Provides information to co-workers, supervisors and other staff members to identify workforce programs and services for customers.
- Performs other related duties as assigned.

## **REQUIRED SKILLS/ABILITIES**

- Knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Knowledge of effective management techniques and practices to include planning, strategy development and implementation, assessment of outcomes and accountability.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Can effectively handle or resolve challenging situations and difficult customers. Is sensitive to customer needs and feelings and demonstrates concern for others.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented. Able to multi-task and learn different systems/platforms, and diverse programs and services offered to customers.
- Excellent verbal and written communication skills.
- Ability to understand and interpret federal and state program eligibility guidelines and requirement, and to consistently apply policies and procedures.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.
- Ability to develop strategies and solutions.

## **EDUCATION AND EXPERIENCE**

- High School Diploma or GED required.

- Associates or Undergraduate degree in a relevant field of study and (2) years of relevant experience preferred.
- Additional relevant experience may be considered in lieu of required education.
- Valid driver's license and proof of insurance with good driving record.
- Ability to relocate within the service delivery area.
- Bilingual in English and Spanish strongly preferred.

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## PHYSICAL DEMANDS

Physical requirements include lifting up to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee Print  
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Authorized Representative Print  
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<b>Job Title:</b>	<b>Career Center Manager</b>	<b>Department:</b>	<b>Program Solutions</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-09</b>

## **JOB SUMMARY**

The **Career Center Manager** (CCM) oversees the operations and the service delivery system of the Career Center and provides guidance to staff on the implementation of workforce development programs. The CCM is responsible for the performance of the Career Center, the proper implementation of procedures and activities, and compliance with all applicable Federal, State and Local standards.

## **ESSENTIAL FUNCTIONS**

- Oversees the day-to-day operations and activities in the career center and makes recommendations for necessary improvements.
- Collaborates with Management in the preparation, design, and implementation of center budget. To Include the prudent use of company resources, accounting of assets and monitoring performance to plan.
- Advises, mentors, trains, and motivates staff to achieve career center objectives and workforce system goals while meeting customer needs.
- Collaborates with workforce system stakeholders, develops partnerships, and maintains meaningful relationships for the benefit of our customers and acts as liaison to community organizations.
- Performs other related duties as assigned.

## **REQUIRED SKILLS/ABILITIES**

- Knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Knowledge of effective management techniques and practices to include planning, strategy development and implementation, assessment of outcomes and accountability.
- Knowledge of effective case management and counseling. Sensitive to individual needs and able to communicate and response with diverse customers.
- Can effectively handle and resolve stressful or challenging situations with difficult customers. Is sensitive to customer needs and feelings and demonstrates concern for others.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Knowledge of principles and processes for providing exceptional customer services. This may include needs assessment, setting quality service standards and evaluating customer satisfaction.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills.
- Ability to develop strategies and solutions.
- Ability to analyze and interpret information and data and provide relevant feedback for action.



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## EDUCATION AND EXPERIENCE

- Undergraduate degree from an accredited university or college in a relevant field of study and five (5) years of relevant experience, to include three (3) years of supervisory experience required.
- Additional relevant experience may be considered in lieu of required education.
- Valid driver's license and proof of insurance with good driving record.
- Ability to relocate within the service delivery area.
- Bilingual in English and Spanish strongly preferred.

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## PHYSICAL DEMANDS

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Authorized Representative  
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<b>Job Title:</b>	<b>Customer Solutions Facilitator</b>	<b>Department:</b>	<b>Customer Solutions</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-04</b>

## **JOB SUMMARY:**

The **Customer Solutions Facilitator** is the primary point of contact for customers upon entry into the workforce system. The position is responsible for helping all participants, including those directed to self-service in the resource rooms and for assisting jobseekers with career development activities designed to link them with employment.

## **ESSENTIAL FUNCTIONS:**

- Facilitates job-readiness classes, workshops, or orientations to help customers maintain or improve job skills. Presents information using a variety of instructional techniques or formats, such as simulations, team exercises, group discussions, videos, or lectures.
- Interview's customers to record and assess employment information to determine customer's career development opportunities and needs.
- Educates customers on center services including the job seeker tools available (i.e., WorkInTexas (WIT) self-directed job search/match, typing tutorials, resume programs, workshops, etc.). May assist customers with the WIT registration and ensures registrations are properly completed.
- Works closely with the Business Solutions Representative and Career Center staff regarding employer communications to discuss ways to improve services and meet labor market needs more effectively.
- Data inputs all services according to policies and procedures and in real time (as service is provided to customer) in the appropriate systems (WorkInTexas, TWIST, etc.). Ensures that all information on application is correct and correctly entered in the system.
- Identifies community resources and establishes linkages to assist customers with specific needs.
- May coordinate the customer's job readiness activities to ensure that it supports their work experience by providing interviewing techniques, application completion process and appropriate dress attire.
- Contributes to the Career Center performance goals, including customer service and follow up.
- Collaborates with all Career Center staff to ensure customers have a meaningful experience.
- Escorts customers to the Customer Satisfaction Survey computers prior to leaving the center, if applicable
- Proactively seeks ways to improve workforce services to meet labor market needs.
- Performs other duties as assigned and fulfills responsibilities as required.

## **KNOWLEDGE / SKILLS / ABILITIES:**

- Knowledge of workforce development, economic development, and project management.
- Knowledge of word processing, spreadsheet, technology, and computer skills.

- Exceptional customer service and interpersonal skills.
- Able to work with diverse customers with unique needs and communication styles.
- Can effectively handle or resolve stressful or challenging situations with difficult customers. Is sensitive to customer needs and feelings and demonstrates concern for others.
- Excellent verbal and written communication skills.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.

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## **EDUCATION AND EXPERIENCE:**

- High School Diploma or GED required.
- Associates or undergraduate degree preferred.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish strongly preferred.

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## **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel may be required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee Name:	Print	Authorized Representative Name:	Print
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<b>Job Title:</b>	<b>Customer Representative (CSR)</b>	<b>Solutions</b>	<b>Department:</b>	<b>Customer Solutions</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>		<b>Salary Grade:</b>	<b>SG-02</b>

### **JOB SUMMARY:**

The **Customer Solutions Representative (CSR)** is crucial to achieving our mission. The CSR builds relationships with customers to access workforce services within the Career Centers and through referrals to our community partners.

### **ESSENTIAL FUNCTIONS:**

- Communicate with customers by telephone, virtually, or in-person to assess customer goals, provide information and assist job seekers transitioning to a new position.
- Review and identify job opportunities for customers and provide referrals to qualified candidates.
- Provide and advise customers on the local job market, employment services and resources, educational opportunities, and other available services to include resume development, application completion, interview techniques and proper dress attire.
- Develop constructive and cooperative working relationships with internal team members, the public and external partners.
- Actively seeks ways to improve workforce services to meet labor market needs.
- Contributes to the Career Center performance goals, including customer service and following-up with workforce center customers.
- Performs other duties as assigned and fulfills responsibilities as required.

### **KNOWLEDGE / SKILLS / ABILITIES:**

- Previous knowledge of workforce development or career counseling services is helpful.
- Knowledge of the local communities being served and understanding labor market and resources.
- Able to learn and use computers, systems, and programs such as word processing, and spreadsheets.
- Exceptional customer service and interpersonal skills.
- Able to work with diverse customers with unique needs and communication styles.
- Can effectively handle or resolve challenging situations and difficult customers. Is sensitive to customer needs and feelings and demonstrates concern for others.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented. Able to multi-task and learn different systems/platforms, and diverse programs and services offered to customers.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.

### **EDUCATION AND EXPERIENCE:**



- High school diploma or GED.
- Valid driver's license and proof of insurance with good driving record.
- Six months of relevant experience preferred.
- Bilingual in English and Spanish strongly preferred.

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## PHYSICAL DEMANDS AND WORKING CONDITIONS:

Physical requirements include lifting up to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech and hearing. Working conditions are primarily in an office environment. Occasional driving and travel may be required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee Print Name: \_\_\_\_\_

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<b>Job Title</b>	Customer Support Specialist	<b>Department</b>	Customer Solutions
<b>FSLA Status</b>	Non-Exempt	<b>Salary Grade</b>	SG-5
<b>Approval Date / Revision Date</b>	01/18/2022	<b>Funding Source</b>	Grant

#### **Overview:**

Under close supervision, this position is the primary point of contact to customers upon entry into the Coastal Compass Education & Career Resource Center (Center). The position is responsible for aiding all individuals, including job seekers, employers, Board members and the general public to determine their appropriate next steps. Responsible to ensure that guests are welcomed positively, and are timely connected to the appropriate staff, partner, resource or event.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Greet customers warmly and ascertain the reason for visiting the Center.
- Uses active listening skills with their customers.
- Effectively communicates to convey information and makes connections to the appropriate staff, services, events or meeting rooms.
- Willingness to serve the public and be a key part in effective community improvement.
- Has a strong service orientation and seeks out opportunities to help customers.
- Provide useful and accurate information to customers about the services provided by the Center including but not limited to job seeker tools, occupational training, educational opportunities, and community programs.
- Provide excellent service to customers that come into the Center by being friendly, helpful, and patient.
- Treats all customers in a manner to ensure their complete satisfaction. Always strives to exceed customers' expectations.
- Assists in maintaining, updating, and organizing the physical presentation of information in the Center. (i.e. display shelves, posters, etc.)
- May summarize workforce services to customers who are unfamiliar with the Center or the Texas Workforce Commission services.
- Interviews customers to record and assess employment information to determine customer's career development opportunities and needs
- May conduct and interpret assessment results, develop a career pathway and assist in referrals to employment opportunities
- Conducts triage and assessments to determine the appropriate services and support an individual may require, and refers them to the appropriate Workforce Program
- May determine eligibility and/or conduct assessments to enroll individuals into appropriate WIOA programs.
- At times will screen phone calls and route callers to the appropriate staff, partner or resource.
- When needed educates customers on center services including the job seeker tools available (i.e. WorkinTexas (WIT) self-directed job search/match, typing tutorials, resume programs, workshops, etc.) and occupational training (how to access scholarships, in demand occupations and community resources).
- Collects and provides information on labor market needs, educational opportunities, employment resources, and support services to customers.
- Contributes to the Center performance goals, including customers served, overall customer satisfaction, and follow up.

- May be asked to coordinate events in the Center outside standard work schedule.
- Adhere to all policies and procedures set forth by Coastal Compass Education & Career Resource Center and Workforce Solutions of the Coastal Bend.
- Performs other related duties as assigned.

### **Skills/Qualifications:**

- High School Diploma or equivalent required and four (6) years' work-related experience, preferably in a field of customer service, retail or the hospitality industry; or
  - Associate Degree from an accredited college and two (4) years' work-related experience, preferably in the field of customer service, retail or the hospitality industry; or
  - Bachelor's degree from an accredited college or university in a related field of study and (2) years' work-related experience in the field of customer service, retail or hospitality industry.
  - Excellent verbal and written communication skills.
  - Attention to detail and a positive attitude
  - Demonstrated customer service skills, problem solving and critical thinking skills.
  - Demonstrated computer skills, with experience using word processing and spreadsheet software programs, including Excel and Access.
  - Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
  - Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs and outside agencies, as well as the public.
  - May be required to utilize a personal automobile for our agency's related business requiring a current valid driver's license and current automobile liability insurance.
- Bilingual in English and Spanish strongly preferred.

### **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 the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required. Flexible hours may be required.

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<b>Job Title:</b>	<b>Data Analyst</b>	<b>Department:</b>	<b>Continuous Improvement</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-06</b>

## **JOB SUMMARY:**

The **Data Analyst (DA)** is responsible for ongoing data analysis and synthesizing business intelligence information to support recommendations for action. The DA maintains a library of model documents, templates, and other reusable knowledge assets to ensure management and staff has actionable data insights that is consistent and reliable.

## **ESSENTIAL FUNCTIONS**

- Monitors, collects, analyzes, and interprets workforce data to support workforce goals.
- Uses all databases, management information systems and related reporting systems and tools to extract, compile, analyze and interpret performance data.
- Generates standard and custom reports summarizing business, financial or economic data for review by management, other staff members and stakeholders.
- Oversees and ensures data integrity requests, to include review and processing changes such as deletions, merges, and other change requests for customers in appropriate systems and databases.
- Manages timely flow of business intelligence information to users and management.
- Performs other related duties as assigned.

## **REQUIRED SKILLS/ABILITIES**

- Knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Knowledge of effective project management techniques and practices to include planning, development, implementation, and evaluation.
- Advanced knowledge of data analysis, business intelligence, spreadsheets, technology, and computer skills. Familiarity with scripting languages, VBScript, Python, R, and related data analysis tools and systems such as Power BI, Data Studio, etc.
- Exceptional customer service and interpersonal skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills.
- Ability to use statistical methods to analyze and interpret information and data and provide relevant feedback for action.
- Ability to work with complex and extensive databases and identify deficiencies.
- Understands the implications of data for both current and future problem-solving and decision-making.

## **EDUCATION AND EXPERIENCE**





- High School Diploma or GED required.
- Associates or Undergraduate degree preferred.
- (1-2) Years of experience in data analysis strongly preferred.
- Relevant work experience may be considered in lieu of required education.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish preferred.

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## PHYSICAL DEMANDS

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee Print Name:	_____	Authorized Representative Print Name:	_____
Employee Signature:	_____	Authorized Representative Signature:	_____
Date:	_____	Date:	_____

<b>Job Title:</b>	<b>Deputy Director, Business Solutions</b>	<b>Department:</b>	<b>Business Solutions</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-10</b>

## **JOB SUMMARY:**

The **Deputy Director of Business Solutions** oversees the Business Solutions department and serves as a primary point of contact for the contracting agency and key industry stakeholders in the assigned region. The Deputy Director is responsible for business services delivery to the community and providing quality programs and opportunities for workforce customers. This position builds and nurtures working relationships with community employers, educators, economic developers, and key stakeholders to connect potential employers with workforce customers.

## **ESSENTIAL FUNCTIONS**

- Manages and supervises business operations by providing strategic direction and setting business objectives and goals for the Business Solutions department.
- Manages and monitors the departmental budget and performance measures.
- Collaborates with Career Center team to develop processes to engage customers in learning, development, and placement opportunities.
- Leads continuous improvement efforts and Identifies opportunities for service enhancements, talent development initiatives, and fee for service offerings.
- Ensures effective implementation of business services information systems, resources, and tools including labor exchange systems, customer relations management systems, and economic modeling/labor market data systems.
- Represents stakeholder interests in meetings and interactions with employers, economic development partners, chambers of commerce, and other community agencies.
- Conducts workforce related presentations to various community and business organizations.

## **REQUIRED SKILLS/ABILITIES**

- Knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Knowledge of effective management techniques and practices to include planning, strategy development and implementation, assessment of outcomes and accountability.
- Knowledge with applicable federal, state, and local laws and regulations.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service, interpersonal skills, and leadership skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills.

- Ability to use statistical methods to analyze and interpret information and data and provide relevant feedback for action.
- Ability to work with complex and extensive databases and identify deficiencies.
- Ability to plan, implement and evaluate the achievement of goals, objectives, and initiatives.
- Ability to provide strategic direction and establish business objectives.

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## EDUCATION AND EXPERIENCE

- Bachelor's Degree required.
- Master's Degree from an accredited university or college strongly preferred.
- Eight (8) years of relevant experience, to include three (3) years of supervisory experience.
- Additional relevant experience may be considered in lieu of required education.
- Work experience in networking, building business relationships, utilizing Customer Relationship Management (CRM) systems, and managing workforce development preferred.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish preferred.

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## PHYSICAL DEMANDS

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee  
Print Name: \_\_\_\_\_  
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Date: \_\_\_\_\_

Authorized Representative  
Print Name: \_\_\_\_\_  
Authorized Representative  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

<b>Job Title:</b>	<b>Deputy Director, Continuous Improvement</b>	<b>Department:</b>	<b>Continuous Improvement</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-10</b>

### **JOB SUMMARY:**

The **Deputy Director, Continuous Improvement** collects, compiles, and analyzes performance data to advance system effectiveness, improve efficiencies and improve business processes.

### **ESSENTIAL FUNCTIONS**

- Monitors, analyzes, and interprets performance data on an ongoing basis to implement process improvements that advance performance measures and business outcomes.
- Uses all databases, management information systems and related reporting systems and tools to extract, compile, analyze and interpret performance data.
- Collaborates with the Board Performance Department to advance processes and realize performance improvement plans, corrective action plans and system or technical enhancements.
- Designs and develops tools for tracking performance, monitoring outcomes, and supporting business objectives.
- Consults, interprets, and ensures policies and procedures comply with business requirements, procedures and/or improvement plans.
- Manages systems, databases, and data integrity requests, to include review and processing changes/deletions and information requests of customer records.
- Strong leadership skills (ability to motivate and provide guidance to staff, management, and leadership).
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Able to work with diverse customers with unique needs and communication styles.
- Can effectively handle or resolve stressful or challenging situations with difficult customers. Is sensitive to customer needs and feelings and demonstrates concern for others.
- Excellent verbal and written communication skills.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.
- Performs other related duties as assigned.

### **REQUIRED SKILLS/ABILITIES**

- Knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Knowledge of effective management techniques and practices to include planning, strategy development and implementation, assessment of outcomes and accountability.

- Knowledge of work experience in a performance-based environment, public or private sector, the ability to analyze and interpret information and data and provide relevant feedback for action.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills.
- Ability to use statistical methods to analyze and interpret information and data and provide relevant feedback for action.
- Ability to work with complex and extensive databases and identify deficiencies.

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## EDUCATION AND EXPERIENCE

- Bachelor's Degree from an accredited university or college in a relevant field of study required. Master's degree preferred.
- Eight (8) years of relevant experience required.
- Three (3) years of supervisory experience preferred.
- Additional relevant experience may be considered in lieu of required education.
- Valid driver's license and proof of insurance with good driving record.

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## PHYSICAL DEMANDS

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee  
Print Name: \_\_\_\_\_

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Authorized Representative  
Print Name: \_\_\_\_\_

Authorized Representative  
Signature: \_\_\_\_\_

Date: \_\_\_\_\_

<b>Job Title:</b>	<b>Deputy Director, Workforce Operations &amp; Partnerships</b>	<b>Department:</b>	<b>Administration</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-10</b>

## **JOB SUMMARY:**

The **Deputy Director of Workforce Operations and Partnerships**, performs highly advanced program administration and managerial tasks; works closely with the Managing Director to plan, organize, and direct the day-to-day operations of the workforce system. Works in close collaboration with the management team to develop, implement and assess the effectiveness of operations and service delivery to customers and ensures, workforce system goals, performance and benchmarks are met. Responsible for directing the work of staff to provide exceptional customer service. Must exercise discretion and independent judgment in matters of significance to the management of the workforce system and related operations.

## **ESSENTIAL FUNCTIONS:**

- Oversees all workforce operations and activities; coordinates the activities of the career centers for maximum efficiency in the delivery of services to customers.
- Manages the workforce system according to established policies and procedures to meet all contracted performance measures; in collaboration with other departments, works with allotted budget to serve all customers to meet contracted performance measures and expenditure benchmarks.
- Understands and applies the concept of a performance driven system.
- Develops and maintains professional relationships with all stakeholders for the benefit of the workforce system customers.
- Oversees all special projects and the business solutions departments; coordinates the activities of projects and staff for maximum efficiency in the delivery of services to customers.
- Ability to maintain a productive work environment and perform well under pressure.
- Interprets state and Board rules, regulations and policies and develops, as appropriate, operational procedures and strategies for implementation throughout the workforce system.
- Works in very close collaboration with other departments, to collect and review performance data and other relevant information and to develop, as necessary, corrective action plans, including staff and career center performance improvement plans to meet all contracted performance measures and benchmarks.
- Leads the outreach teams; develops, monitors, and maintains meaningful partnerships for the benefit of our customers, the workforce system and collaborates with all system stakeholders; may act as a liaison/resource to community organizations.
- Identifies training and technical assistance needs for staff and provides and/or facilitates the provision of necessary tools/resources to accomplish workforce system goals.
- Collects best practices from within and outside the system and shares with all stakeholders.
- Advises, mentors, and motivates staff to achieve workforce system goals and serve customers with the most appropriate level of service while emphasizing quality customer service.
- Resourceful and takes initiative as appropriate to solve customers' needs.

- Instills respect, professionalism and customer engagement in staff when dealing with all customers.
- Contributes to ensuring the safety of customers and staff.
- Always ensures customer confidentiality and maintains the integrity of the operations in the career centers and throughout the workforce system.
- Ensures that customer complaints and requests are handled timely, in the most professional manner and according to established guidelines.
- As a member of the leadership team, convenes staff and teams to review the effectiveness of the service delivery system and the efficiency in the use of resources, and makes recommendations for improvement in the delivery of services and achieving the goals throughout the workforce system; develops a team approach to problem solving.
- Informs the leadership team about matters that may affect the contract and/or the workforce system and proposes solutions for the timely resolution of the issues.
- Performs other related duties as assigned.

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## **KNOWLEDGE / SKILLS / ABILITIES:**

- Knowledge of workforce development, economic development, and project management.
- Strong understanding and extensive knowledge of the workforce programs and the workforce system; understand the Texas Model and workforce integration.
- Strong experience in budgeting and funds management.
- Strong leadership skills (ability to motivate and provide guidance to staff, management, and leadership).
- This position is in the Workforce Solutions service delivery area. A Deputy Director of Operations must be able to relocate anywhere in the service delivery area.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Able to work with diverse customers with unique needs and communication styles.
- Can effectively handle or resolve stressful or challenging situations with difficult customers. Is sensitive to customer needs and feelings and demonstrates concern for others.
- Excellent verbal and written communication skills.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.

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## **EDUCATION AND EXPERIENCE:**

- Undergraduate degree required.
- Graduate degree preferred.
- Eight (8) years of related work experience required.
- Three (3) years of supervisory experience strongly preferred.
- Valid driver's license and proof of insurance with good driving record.

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## **PHYSICAL DEMANDS AND WORKING CONDITIONS:**



Physical requirements include lifting up to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech and hearing. Working conditions are primarily in an office environment. Occasional driving and travel may be required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Print Name:	_____	Authorized Representative Print Name:	_____
Employee Signature:	_____	Authorized Representative Signature:	_____
Date:	_____	Date:	_____



<b>Job Title:</b>	<b>Fiscal Support Specialist</b>	<b>Department:</b>	<b>Fiscal Operations</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-05</b>

### **JOB SUMMARY:**

The **Fiscal Support Specialist** is responsible for providing financial and administrative support to the Fiscal Operations team.

### **ESSENTIAL FUNCTIONS:**

- Processes employee data changes and bi-weekly payroll and reviews for accuracy and completeness.
- Prepares, compiles, and analyzes reports for Management Team and maintains financial records for compliance.
- Maintains and updates database(s) and reviews contracts for compliance with applicable policies.
- Performs other duties as assigned and fulfills responsibilities as required.

### **KNOWLEDGE / SKILLS / ABILITIES:**

- Knowledge of payroll practices, budget control methods, fiscal policies and procedures, and applicable federal, state, and local laws and regulations.
- Knowledge of Generally Accepted Accounting Principles (GAAP).
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service, interpersonal skills, and leadership skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills.

### **EDUCATION AND EXPERIENCE:**

- High School Diploma or GED required.
- Associates or undergraduate degree preferred.
- (1) Year of relevant experience in finance / accounting highly preferred.
- Valid driver's license and proof of insurance with good driving record.

### **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel may be required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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Authorized  
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<b>Job Title</b>	<b>Manager, Youth Program</b>	<b>Department</b>	<b>Program Solutions</b>
<b>FSLA Status</b>	<b>Exempt</b>	<b>Salary Grade</b>	<b>SG-9</b>
<b>Approval Date / Revision Date</b>	<b>1/20/2015/ 10/1/2016</b>	<b>Funding Source</b>	<b>Grant</b>

#### **Overview:**

Under the general direction this position is responsible for day to day operation of the youth program, related staff and all contractual and agency goals and outcomes. The Youth Program Manager will also help to develop new resources and implement new youth programs and job training opportunities.

#### **Essential Duties and Responsibilities**

- Manages and coordinates relationships with all employers for job development purposes and conducts vocational exploration for those enrolled in the program.
- Outreaches and develops extensive employer contacts within Tarrant County.
- Adheres to goals and outcomes for all youth programs while developing a comprehensive pre-vocational and pre-employment program.
- Responsible for supervision of Youth Career Counselors and Youth Workshop Leaders.
- Collaborates with staff including WS Board Staff in efforts to integrate and coordinate services agency wide.
- Coordinates all youth related partnerships with schools (ISD's, Colleges and Universities), other youth serving community based organizations and advocacy groups.
- Conducts evaluations to measure skill attainment of job seekers, to include determining job readiness and enters data into TWIST.
- Tracks and maintains records of participation in skill development activities for inclusion in TWIST and in customer case files.
- Responsible for accurate reporting and tracking of client data including case files, enrollment statistics, attendance at workshops and job fairs and retention statistics.
- Works closely with youth staff towards monthly and quarterly customer employment placement goals.
- Collaborates with other programs, agencies or organizations on skills development activities.
- Performs outreach and recruitment through community involvement to a diverse youth population.
- Coordinates job development, work experience and professional mentoring services.
- Data enters all services according to policies and procedures accurately and timely in the appropriate systems (WorkInTexas, TWIST, etc.).
- Performs additional related duties as assigned.

#### **Skills/Qualifications:**

- Bachelor Degree from an accredited university or college in a relevant field of study and two (2) years of experience working in the public or private sector, preferably in a field of workforce development, or
- Associate Degree from an accredited college or university in a relevant field of study, and four (4) years of work experience in the public or private sector, preferably in workforce development, or
- High School Diploma or equivalent from an accredited educational institution with six (6) years of work experience in the public or private sector, preferably in workforce development.
- Public speaking experience.
- Must have considerable skill in interviewing techniques.
- Excellent verbal and written communication skills.
- Demonstrated customer service skills, problem solving and critical thinking skills.
- Demonstrated computer skills, with experience using word processing and spreadsheet software programs.
- Familiarity with the communities being served, with knowledge and understanding of local needs and resources.
- Ability to develop and maintain professional working relationships with management, coworkers, Board Staff, workers from other programs and outside agencies, as well as the public.
- May be required to utilize a personal automobile for our agency's related business requiring a current valid driver's license and current automobile liability insurance.

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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 the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands for finger coordination, reach with arms and hands, drive a vehicle, lift/carry 10 pounds of paper, stoop, kneel and talk and hear. Occasional travel required.

Employee Print Name:		Authorized Representative Print Name:	
Employee Signature:		Authorized Representative Signature:	
Date:		Date:	

<b>Job Title:</b>	<b>Manager, Fiscal Operations</b>	<b>Department:</b>	<b>Fiscal Operations</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-09</b>

### **JOB SUMMARY:**

This position assists the CFO in the management of company-wide Accounting and Fiscal Operation as well as management and oversight of all C2 GPS contract level Fiscal teams. Duties include the development of budgets for company operations as well as review of budgets and budget amendments for contract operations. Tracking contract expenditures, financial reporting, and interfacing with contract auditors and monitors are also functions performed by the is position.

### **ESSENTIAL FUNCTIONS:**

- Assists the CFO to provide financial guidance to members of the management team on a regular, ongoing, and as-needed basis.
- Reviews all monthly bank reconciliations.
- Provides assistance to oversee the procurement of goods and services in compliance with established policies and procedures.
- Assists in setting benchmarks for all company level and contract expenditures and as necessary, makes adjustments to meet all contractual obligations and agreed upon benchmarks.
- Assists contract management in the development and implementation of spending plans for all contract funding streams.
- May serve as an additional contact to local fiscal teams of Workforce Development Boards/Contracting Agencies.
- Reviews contract budgets including budget amendment requests. Prepares a monthly summary report of expenditures compared to budget.
- Manages the preparation of company level financial reports and related fiscal documentation.
- May work hand in hand with the C2 GPS CFO or designee to address and resolve financial and/or contractual matters.
- Will be responsible for the development and implementation of internal controls to ensure compliance with and protection of all Workforce Development Boards/Contracting Agencies funds management requirements.
- Reviews payroll processing and administration and directs the resolution of all outstanding matters.
- Interfaces with auditors and monitors and assist the CFO in resolving all outstanding matters as related to Fiscal Operations.
- Works with contract Deputy Directors/Managers of Fiscal Operations to develop and implement an annual training plan for all Fiscal staff.
- Assists in the implementation and transition activities for all new contracts.
- Performs other related duties as assigned.

## KNOWLEDGE / SKILLS / ABILITIES:

- Ability to develop and demonstrate fiscal systems expertise, including the ability to provide systems training/consulting services to contract fiscal teams.
- Strong interpersonal and communication skills in writing, editing, speaking, and listening required.
- Understanding of audit processes and requirements.
- Knowledge of word processing, spreadsheet, technology and computer skills.
- Exceptional customer service and interpersonal skills.
- Excellent verbal and written communication skills.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the general public.

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## EDUCATION AND EXPERIENCE:

- Undergraduate degree required.
- Certified Public Accountant (CPA) or progress toward CPA preferred.
- Knowledge of workforce development and government grant management preferred.
- Knowledge of Generally Accepted Accounting Principles (GAAP) required.
- Knowledge of the Financial Manual for Grants and Contracts (FMGC) required.
- Knowledge and experience with governmental accounting required.
- Knowledge of MIP Fund Accounting Software is highly desirable.
- Previous related workforce experience strongly preferred.
- Valid driver's license and proof of insurance with good driving record.

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## PHYSICAL DEMANDS AND WORKING CONDITIONS:

Physical requirements include lifting up to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech and hearing. Working conditions are primarily in an office environment. Occasional driving and travel may be required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Print Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized Representative  
Print Name: \_\_\_\_\_

Authorized Representative  
Signature: \_\_\_\_\_

Date: \_\_\_\_\_

<b>Job Title:</b>	<b>Manager, Human Resources</b>	<b>Department:</b>	<b>Administration</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-09</b>

## **JOB SUMMARY:**

The **Manager of Human Resources** serves as a strategic business partner and is responsible for the overall management of all human resources systems, policies, and practices for the designated location. Areas of responsibility include, but are not limited to, Labor Law Compliance, Benefits, Compensation, Talent Acquisition and Retention, Talent Management, Rewards and Recognition, and Policies and Procedures.

## **ESSENTIAL FUNCTIONS:**

- Lead human resources initiatives as an active member of the management team, driving decisions for alignment with business objectives and the company's mission, vision, and core values.
- Oversees all aspects of recruitment and selection of employees including, but not limited to, writing and posting job advertisements, sourcing candidates, and working with hiring managers to screen and interview candidates.
- Ensures new hire onboarding process properly introduces new employees to the company culture.
- Provide support to staff and management in the aspects of all human resource related activities, which may include employee relations, fielding employee questions or concerns, communication and the interpretation of policies and procedures.
- Assists the Chief Talent Officer with the conceptualization and formation of human resources strategies and direction pertaining to talent acquisition, talent management, compensation planning, retention and engagement, organizational design and development, training and development, and employee relations.
- Support leaders throughout the organization by providing human resources advice, and counsel, and assisting in the decision-making process.
- Supports the development and administration of the company's Affirmative Action Program (AAP). Assists in collecting and monitoring transactional data for AAP planning (i.e., hiring, promotion, termination, etc.) and generating AAP-related reports for executive management.
- Investigates employee concerns, charges or grievances and provides guidance to management for resolution.
- Collaborate with the management team to ensure compliance with the company's performance evaluation process.
- Represents the designated location to any outside agencies including appearances at unemployment hearings, workers compensation hearings, arbitrations, and developing position statements if needed in response to complaints received from outside regulatory and governmental agencies.

- Administers the Leave of Absence programs and on-the-job injury leave, including inquiries, eligibility, and documentation. Consults with local management and risk management in the areas of return-to-work, light-duty and corrective action issues related to on-the-job injuries.
- Maintains responsibility for organization compliance with federal, state and local legislation pertaining to all personnel matters.
- Develops, implements and manages philanthropic activities on behalf of the designated location.
- Performs other duties as assigned and fulfills responsibilities as required.

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## **KNOWLEDGE / SKILLS / ABILITIES:**

- Knowledge of workforce development, economic development, and project management.
- Considerable knowledge of principles and practices of human resource management, dynamics of employee development and professional growth, and training program design and presentation.
- Ability to plan, organize and present training activities to diverse employee groups, establish and maintain effective working relationships with employees, other agencies and the public, follow written and verbal instructions and communicate effectively verbally and in writing.
- Excellent communication skills: ability to deal with candidates and employees at all levels.
- Strong decision-making and problem-solving skills.
- Ability to plan, implement and evaluate the achievement of goals, objectives and initiatives
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the general public.

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## **EDUCATION AND EXPERIENCE:**

- High School Diploma or GED required.
- Associates or undergraduate degree strongly preferred.
- Three years of progressive management experience in a Human Resources capacity strongly preferred.
- Additional work experience may be considered in lieu of educational requirements.
- PHR/SHRM-CP or SPHR/SHRM-SCP preferred; and experience working in the public or private sector, preferably in employee relations or organizational development.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish strongly preferred.

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## **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Physical requirements include lifting up to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech and hearing. Working conditions are primarily in an office environment. Occasional driving and travel may be required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.





Employee Print Name:

Authorized Representative  
Print Name:

Employee Signature:

Authorized Representative  
Signature:

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<b>Job Title:</b>	<b>Managing Director</b>	<b>Department:</b>	<b>Executive Leadership</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-11</b>

## **JOB SUMMARY:**

The **Managing Director** is responsible for the overall management and accountability of the organization. This position develops and implements strategies, manages the budget, provides exceptional customer service, and handles human resources matters in compliance with established procedures while meeting all contractual obligations. This position is the primary contact between the company, the partners, the contracting agencies, and outside agencies.

## **ESSENTIAL FUNCTIONS**

- Develops and implements all policies, procedures, strategies and directives of the company and the contracting agency to achieve exceptional customer service, quality service levels and reports on progress.
- Collaborates with the Executive Team to develop, implement and ensure that long-term goals and strategies are achieved.
- Designs, develops, and implements the operating budget to ensure adequate funding of workforce development programs.
- Designs, develops, implements, and monitors performance measures and initiates necessary change to meet goals.
- Leads and develops an effective management team and succession plan for all mission-critical positions.
- Ensures the delivery of services in compliance with federal, state, and local rules and regulations.
- Role-models the company values and ensures the vision, mission and values are adhered to by all employees.
- Recommends and implements strategic alliances with other organizations to benefit our customers.

## **REQUIRED SKILLS/ABILITIES**

- Knowledge of workforce development, economic development, and project management with the ability to manage multi-programmatic, multi-locational public system.
- Knowledge of effective management techniques and practices to include planning, strategy development and implementation, assessment of outcomes and accountability.
- Knowledge with applicable federal, state, and local laws and regulations.
- Knowledge of national and local demographics; economic, labor and employment trends; and understanding of community and workforce development and education and how they all interrelate.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service, interpersonal skills, and leadership skills.

- Excellent problem-solving and critical thinking skills, strategic planning and organizational skill, and detail oriented.
- Excellent verbal and written communication skills.
- Ability to prioritize and concurrently manage multiple tasks.
- Ability to engage and empower employees while delegating authority.
- Ability to work with multiple and diverse stakeholder groups.

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## EDUCATION AND EXPERIENCE

- Bachelor's degree required.
- Graduate degree from an accredited university or college strongly preferred.
- Ten (10) years of relevant experience in workforce development or similar role required.
- Seven (7) years of supervisory experience required.
- Relevant work experience may be considered in lieu of required education.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish preferred.

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## PHYSICAL DEMANDS

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee  
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Authorized Representative  
Print Name: \_\_\_\_\_  
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Date: \_\_\_\_\_

<b>Job Title:</b>	<b>Office Coordinator II</b>	<b>Department:</b>	<b>Administration</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-05</b>

### **JOB SUMMARY:**

The **Office Coordinator II** provides high-level administrative support for the management team. This position will support team by providing a wide variety of advanced clerical, secretarial, and receptionist tasks and duties.

### **ESSENTIAL FUNCTIONS:**

- Responsible for general administrative support functions for the department.
- Conducts small business purchases/procurements.
- Performs basic computer troubleshooting, completes work orders, and provides support for IT and/or desktop services for employees.
- Establishes, develops, maintains and updates filing system for the department. Retrieves information from files when needed.
- Arranges travel reservations and schedules for executive management, as needed.
- Assists the Managing Director and the management team with preparation of presentation materials.
- Assists with Reception and front desk responsibilities (i.e. sorts and distributes mail). Drafts written responses or replies by phone or e-mail when necessary. Responds to requests for information. Answers phones for the department. Takes messages or fields/answers.
- May draft written responses or other correspondence as appropriate.
- Acts as a liaison with other departments and outside agencies, including high-level staff such as Board staff and Partners. May handle confidential and sensitive information and explains policies when necessary.
- Schedules meetings between Administration and center staff.
- Performs other duties as assigned and fulfills responsibilities as required.

### **KNOWLEDGE / SKILLS / ABILITIES:**

- Exceptional customer service, interpersonal skills, and leadership skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Basic accounting knowledge.
- Working knowledge of office machinery and automation, including any applicable software packages.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.

### **EDUCATION AND EXPERIENCE:**



- High School Diploma or GED required.
- Associates or undergraduate degree preferred.
- (1) year of relevant experience preferred.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish highly preferred.

## PHYSICAL DEMANDS AND WORKING CONDITIONS:

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel may be required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Name:	Print	Authorized Representative Name:	Print
Employee Signature:		Authorized Representative Signature:	
Date:		Date:	

<b>Job Title:</b>	<b>Programs Support Specialist</b>	<b>Department:</b>	<b>Program Solutions</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-02</b>

## **JOB SUMMARY:**

The **Program Support Specialist** supports the mission of C2 GPS by providing operational support to the workforce center staff and provides technical support for workforce customers.

## **ESSENTIAL FUNCTIONS**

- Reviews and examines compliance reports to ensure alignment with program requirements.
- Monitors contacts and communications with customers. Coordinates required participation hours for customers and files documentation in the customer's original case file.
- Participates in customer hearings and submits relevant documentation to appropriate parties.
- Seeks out new ways to improve workforce services to meet labor market needs.
- Performs other related duties as assigned.

## **REQUIRED SKILLS/ABILITIES**

- Knowledge of workforce development.
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills, to include documentation.
- Ability to develop and maintain effective working relationships with management, coworkers, Board staff, and the public.
- Ability to develop strategies and solutions.

## **EDUCATION AND EXPERIENCE**

- High School Diploma or GED required.
- Valid driver's license and proof of insurance with safe driving record.
- One year of relevant experience preferred.
- Bilingual in English and Spanish strongly preferred.

## **PHYSICAL DEMANDS**

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be



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

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Employee Print Name:	_____	Authorized Representative Print Name:	_____
Employee Signature:	_____	Authorized Representative Signature:	_____
Date:	_____	Date:	_____

<b>Job Title</b>	<b>Quality Assurance Lead</b>	<b>Department</b>	Continuous Improvement
<b>FLSA Status</b>	Non-Exempt	<b>Salary Grade</b>	SG-7
<b>Approval Date / Revision Date</b>	<del>11/01/2010, 10/01/2012</del> 10/30/15	<b>Funding Source</b>	Grant

**Overview:**

Under general supervision, this position is responsible for the effective provision of workforce services to customers. Manages Career Center performance. Support the Center's staff and ensure program performance outcomes by following up with customers and capturing performance information in relevant data bases. Provides Center staff technical assistance to identify workforce system Improvement opportunities as well as training needs.

**Essential Duties and Responsibilities**

- Provides technical assistance on workforce services programs and support services.
- Conducts monitoring procedures such as data gathering, data review/analysis, and document/case file review, verification, and criteria development and make recommendations for improvement as appropriate.
- Analyzes performance information for contract compliance and evaluate internal reports and provide all required monitoring documents by deadline.
- Communicates effectively with Management and staff using good judgment and diplomacy.
- Maintains appropriate documentation on all program reviews.
- Ensures Quality Assurance Specialists perform daily case readings of workforce center staff.
- Coordinates weekly programmatic activity and performance data with of Quality Assurance Specialist.
- Reviews income for eligibility criteria.
- Reviews and submit response by Quality Assurance Specialists.
- Maintains contact with Career Counselors.
- Adapts to new programs and software for each individual project.
- Maintains knowledge on current and future programs to ensure compliance
- Performs other related duties as assigned.

**Skills/Qualifications:**

- Bachelor degree from an accredited university or college in a relevant field of study and 2 years of experience working in the public or private sector, preferably in a field of workforce development, or
- Associate Degree from accredited college with 4 years of experience working in the public or private sector, preferably in a field of workforce development, or
- High School Diploma or equivalent from an accredited educational institution with 6 years of experience working in the public or private sector, preferably in a field of workforce development
- Prefer knowledge of workforce development programs and projects, economic development, business intelligence, business trends and project management experience
- Prefer work experience in a performance based environment, public or private, the ability to analyze and interpret information and data and provide relevant feedback for action
- Strong leadership skills, ability to motivate and provide guidance to staff and management
- Strong interpersonal skills; ability to communicate effectively and interact with all stakeholders; ability to develop solutions
- Strong knowledge of effective management techniques and practices, including planning, developing and implementing strategies and assessing results
- Analytical and problem solving skills
- Time management skills to stay on target with goals





- Detail orientated and strong organizational skills
- Good computer software skills for database and spreadsheet
- Strong documentation skills
- Knowledge of TWIST and WIT programs
- The position is in the Workforce Solutions delivery area. A Quality Assurance Lead must be able to relocate to anywhere in the service delivery area.
- Ability to develop and maintain professional working relationships with management, coworkers, workers from other programs as well as the public
- Bilingual English and Spanish preferred

**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 the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel and talk and hear. Occasional travel required.

Employee Print Name:		Authorized Representative Print Name:	
Employee Signature:		Authorized Representative Signature:	
Date:		Date:	

<b>Job Title:</b>	<b>Quality Assurance Specialist</b>	<b>Department:</b>	<b>Continuous Improvement</b>
<b>FLSA Status:</b>	<b>Non-Exempt</b>	<b>Salary Grade:</b>	<b>SG-06</b>

## **JOB SUMMARY:**

The **Quality Assurance Specialist** performs routine monitoring work and uses statistical sampling, auditing, and observation of work to ensure consistent compliance with policies and procedures.

## **ESSENTIAL FUNCTIONS**

- Conducts monitoring and makes recommendations for improvement and maintains documentation on program reviews.
- Compiles required monitoring documents and submits responses to Quality Assurance Lead.
- Provides technical assistance on workforce services programs.
- Maintains knowledge on current and future programs to ensure compliance with laws and regulations.
- Performs other related duties as assigned.

## **REQUIRED SKILLS/ABILITIES**

- Knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Knowledge of effective management techniques and practices to include planning, strategy development and implementation, assessment of outcomes and accountability.
- Knowledge with applicable federal, state, and local laws and regulations.
- Knowledgeable with the Integrated Service Principles.
- Knowledge of quality control, auditing, or performance monitoring,
- Knowledge of word processing, spreadsheet, technology, and computer skills.
- Exceptional customer service and interpersonal skills.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Excellent verbal and written communication skills.
- Ability to analyze and interpret information and data and provide relevant feedback for action.

## **EDUCATION AND EXPERIENCE**

- High School Diploma or GED required.
- Associates or Undergraduate degree preferred.
- (1-2) Years of relevant experience required.
- Additional relevant work experience may be considered in lieu of required education.
- Valid driver's license and proof of insurance with good driving record.
- Bilingual in English and Spanish preferred.

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## PHYSICAL DEMANDS

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee  
Print Name: \_\_\_\_\_  
Employee  
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Date: \_\_\_\_\_

Authorized Representative  
Print Name: \_\_\_\_\_  
Authorized Representative  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_



## Supervisor – Business Solutions

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<b>Employment Status:</b>	<b>Full-time</b>	<b>FLSA Status:</b>	<b>Exempt</b>
<b>Department:</b>	<b>Business Solutions</b>	<b>Reports To:</b>	<b>Deputy Director of Business Solutions</b>
<b>Date:</b>	<b>September 17, 2020</b>	<b>Salary Grade:</b>	<b>SG-9</b>

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### **POSITION OVERVIEW**

Under general direction, the Supervisor of Business Solutions is responsible for providing guidance to the business solutions staff. Primary responsibilities include to supervise, assign, and evaluate duties to staff engaged in all phases of Business Solutions functions such as interviewing, job placement, training, employer contacts, and job seeker counseling/mentoring.

### **ESSENTIAL FUNCTIONS**

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

- Advise, guide and mentor staff on the delivery of services to customers; provide technical assistance and training as appropriate and ensure the data tracking system accurately reflects departmental activities.
- Communicate to staff, any changes in policy, services and procedures or data entry.
- Track performance measures and provide performance reports to management and staff on an ongoing basis, or as needed.
- Review performance measure information weekly, biweekly and monthly and develop appropriate actions/solutions to remedy non/under performance issues.
- Complete and conduct performance evaluations and develop as appropriate all Performance Improvement and Corrective Action Plans and other plans to meet/exceed performance measures and goals.
- Evaluate the service delivery system and related procedures through regular monitoring; initiate the revision of procedures to improve service delivery and outcomes and implement solutions to achieve high customer satisfaction and experience.
- Stay informed about applicable policies and procedures to ensure compliance with federal, state, and local guidelines.
- Evaluate program deliverables and outcomes by staff and career center, and as appropriate develop solutions to remedy under performance.
- Coordinate job fairs and related activities; visit employers to promote services, follow up on commitments and seek feedback from all stakeholders to improve services.

- Perform direct outreach and recruitment to fill job orders via letters, phone calls and on-site visits to solicit job postings.
- Ensure tracking of all services by staff according to established procedures, accurately and timely.
- Coordinate and assist in the provision of services to dislocated workers affected by a layoff and/or downsizing with rapid response services.
- Review WIT registrations/data entry and update as appropriate.
- Responsible for the recruitment of employers/businesses and the development of agreements such as Work Experience, Subsidized Employment and engage in job development opportunities for customers.
- Conduct presentations and coordinate events and meetings with community, professional, and trade organizations.
- Perform other duties as assigned.

### **REQUIRED SKILLS/ABILITIES**

- Possess strong leadership skills and the ability to motivate and provide guidance to staff and management.
- Desire and ability to work with persons of diverse cultural, economic and educational backgrounds.
- Demonstrated customer service, problem solving, and critical thinking skills.
- Strong interpersonal skills with the ability to communicate effectively and interact with all stakeholders and develop solutions.
- Strong knowledge of effective management techniques and practices, including planning, developing and implementing strategies and assessing results.
- Possess strong time management skills, attention to detail, and the ability to handle demanding deadlines, multiple tasks and priorities.
- Strong analytical skills and ability to interpret data and information.
- Must be organized and detailed in the collection, review and analysis of data and information.
- Ability to facilitate trainings and/or meetings to large groups.
- Proficient with Microsoft Office Suite or related software.
- Ability to plan, implement and evaluate the achievement of goals, objectives and initiatives.
- Ability to establish and maintain effective collaborative working relationships.

### **MINIMUM REQUIREMENTS**

- Bachelor's degree from an accredited college or university in a relevant field of study.
- Minimum of five (5) years of work experience in the public or private sector, preferably in workforce development.
- Three (3) years in a supervisory or management capacity.
- Bilingual in English and Spanish preferred.
- Valid driver's license with good driving record.

### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

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. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands for finger coordination, reach with arms and hands, pulling standard file cabinet and vertical file drawers, lift/carry 10 pounds of paper, drive a vehicle, stoop, kneel, talk and hear. Occasional travel required.

<b>Job Title:</b>	<b>Talent Development Coordinator</b>	<b>Department:</b>	<b>Continuous Improvement</b>
<b>FLSA Status:</b>	<b>Exempt</b>	<b>Salary Grade:</b>	<b>SG-09</b>

## **JOB SUMMARY:**

The **Talent Development Coordinator** (TDC), in collaboration with the Talent Development Partners, Human Resources, and Operations, is responsible for developing and growing the organization's talent pipeline and succession planning. This position is responsible for the development, coordination, and presentation of training and development programs for employees. The TDC assesses organizational-wide training needs for Leadership development initiatives and identifies and develops training solutions.

## **ESSENTIAL FUNCTIONS**

- Works closely with the Chief Operations Officer, Chief Talent Officer, Human Resources team, Talent Development team, and external OD consultants to develop and implement key talent management processes and initiatives.
- Leads the development, implementation and administration of programs and processes in the areas of talent management including employee performance, state and proprietary system usage, career development, leadership development, organization development, team building and change management.
- Develops mechanisms and tools to measure understanding of content, before and after training, and follow up tools to test knowledge acquisition and maintenance at different intervals during the year.
- Assist the Talent Develop Partners with the development and execution of the Annual Employee Development and Training Plan.
- Builds collaborative partnerships with the management team to proactively identify learning opportunities to support and enhance employees' development, training, and engagement.
- Develops workforce training and development strategies with Managing Directors by considering immediate and long-term employee training requirements.
- Research new instructional design technologies and make recommendations about integrating new technologies into curriculum.
- Consults with management on performance, organizational, and leadership matters.
- Performs other related duties as assigned.

## **REQUIRED SKILLS/ABILITIES**

- Excellent verbal and written communication skills.
- Ability to work independently with limited supervision
- Proven effective management skills.
- Proficient with Microsoft Office Suite or related software.
- Strong presentation skills.

- Adept with a variety of multimedia training platforms and methods.
- Ability to evaluate and research training options and alternatives
- Knowledge of workforce development, economic development, business intelligence and trends, and project management.
- Knowledge of effective management techniques and practices to include planning, strategy development and implementation, assessment of outcomes and accountability.
- Excellent problem-solving and critical thinking skills, organizational skill, and detail oriented.
- Ability to develop strategies and solutions.

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## EDUCATION AND EXPERIENCE

- Bachelor's degree in training and development or organizational development.
- Two year of relevant experience may be substituted for each year of required education.
- Three years of training experience and at least one year of management experience.
- Experience designing and implementing effective training and development programs.
- CPLP credential preferred.

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## PHYSICAL DEMANDS

Physical requirements include lifting to 10 pounds occasionally. Subject to standing, sitting, bending, and walking to perform job scope. Requires visual acuity, speech, and hearing. Working conditions are primarily in an office environment. Occasional driving and travel required. Flexible hours may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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Employee  
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Employee  
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Date: \_\_\_\_\_

Authorized Representative  
Print Name: \_\_\_\_\_  
Authorized Representative  
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