

JOB DESCRIPTION

Position: Workforce Development Administrator
Status: 20 Hour, Exempt
Reports to: Director of Finance & Administration
Role: To assist with the overall success of the Early Childhood Workforce Development Program by implementing processes for billing and data collection, supporting onboarding by performing new hire paperwork and documentation, and managing IT needs for the organization.

QUALIFICATIONS

- Must have a minimum of 2 – 4 years of experience in business, human resources, or billing.
- Experience working across teams.
- Proficient with computers and other office equipment, including experience with web-based databases, and all Microsoft Office programs.
- Some experience working with QuickBooks

PRINCIPAL RESPONSIBILITIES

Responsibilities include but are not limited to the following:

- A. Employee Management & Onboarding Support
 - The Workforce Development Administrator is responsible for ensuring the timely execution and completion of a seamless workflow for each new employee.
 - Ensures compliance with all processes and maintains a high level of confidentiality at all times.
 - Auditing data and setting up employee profiles in internal HR systems; assisting with the coordination, preparation, and distribution of employee documentation.
 - Processes onboarding paperwork
 - Coordinates IT to set up new employees with computers, emails, and access to Expensify, teams, HR Navigator, and other IT needs.
 - Provides software systems support, ensuring new employees have the necessary software and hardware.
 - Ensures time is accurately recorded for all workforce development substitutes.
- B. Manage the Early Childhood Supplement Program:
 - Receive applications twice a year for the early childhood supplement, verify participant employment, cross-check participants with the WAGE\$ program to ensure applicants are not already receiving support, and submit requests for checks to the Director of Finance.
- C. Finance support as needed to include:
 - Invoicing to child care centers that utilize substitutes
 - Managing accounts receivable for the invoicing of workforce development hours
 - Perform other duties as necessary and delegated by the Director of Finance.

JOB COMPETENCIES

- **Time Management:** Set priorities, develop a work schedule, and monitor progress towards goals, and track details, data, information, and activities.

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Communicate Effectively:** Speak, listen, and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
- **Behave Ethically:** Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and aligns with the values of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Technology:** Proficient with computers and other office equipment, including experience with web-based databases, and all Microsoft Office programs.
- **Values Equity:** Supports equitable treatment and equal opportunity for all employees.
- **Values Diversity:** Supports an environment of learning about, valuing, encouraging, and supporting differences.

Children & Family Resource Center is committed to building a diverse staff and inclusive work environment and strongly encourages applications from candidates of color.