Title: Workforce Support/Attendance Specialist

Division: Workforce – Adult Program

FLSA: Non Exempt

Supervisor: Program Manager

Pay Range or Rate: Commensurate with experience

Revised: July 16, 2019

Summary
Under the supervision of the Program Manager, the Workforce Support/Attendance Specialist will assist in the coordination of participants during Employment Preparation (EPP), Vocational Training (VTR) and Work Experience (WEX) activities. Working with the Employment Preparation Program Staff and WEX/Vocational Training Staff the Workforce Support/Attendance Specialist will assist program participants by (1) scheduling workshops and orientations (2) tracking program activities and (3) monitoring participant weekly hours. The Workforce Support/Attendance Specialist will also work closely with the Finance Department to process WEX payroll in a timely and organized manner. The Workforce Support/Attendance Specialist will submit monthly attendance reports to Case Managers and ensure data entry in the Time and Attendance database is accurate. All members of the team will work together to provide employment services (including skills training, social counseling, and educational support) that promote a positive, self-sustaining lifestyle for participants and their families. This position is contingent upon program funding.

Essential Functions
Program (50%)
- Communicate with Participants in EPP/VTR/WEX to inform, remind, and assist with program attendance and activities.
- Work with program participants in need of employment services and/or other related services to refer them to employment opportunities and/or appropriate local community resources.
- Maintain timely and accurate documentation of service contracts in accordance with agency and contractual guidelines for quality assurance.
- Participate in staff meetings, trainings, case conferences, workshops and outreach events.
- Assist in other functions related to employment services within the program as needed.
- Perform any other functions as needed by management and agency.

Administration (50%)
- Assist in collecting and reviewing timesheets of EPP/WEX participants in a timely and organized manner prior to submission to the Finance Department and verification in the Time and Attendance database.
- Assist in managing EPP/VTR/WEX forms and paperwork in Participant files.
- Assist in preparing and reviewing required documents from participants in preparation for EPP/WEX or Training.
- Assist in managing records for participant hours and other WEX-related information.

Minimum Qualifications - Knowledge, Skills and Abilities Required
- High School Diploma
- Ability to be proficient and timely with required paperwork.
- Experience with data entry and Excel.
- Ability to work in multidisciplinary team of care including peers, community partners, and WEX Site Personnel.
- Demonstrated knowledge and sensitivity to the cultures of diverse communities
- Current and valid California Driver’s License, proof of car insurance and reliable transportation.
- Ability to do some travel for conferences, meetings, and trainings.
- Occasional weekend and evening hours as needed.
- Verification of employment eligibility.
- Background check.

Non Essential Qualifications - Knowledge, Skills and Abilities
- Understanding of cultural issues and dynamics in the community.
- Familiarity in job/career development, as well as with service providers, employers, and business sectors in the region.
- Maybe required to work overtime, weekends, and holidays.

Supervisory Responsibilities
- No supervision of employees required at this time.
**Environmental Conditions (Working Conditions)**
- The environment for this position is an office environment (may include shared space) as well as community based, exposed to weather conditions and noise level prevalent at the time.

**Physical Requirement**
- In the course of performing this job, the incumbent typically spends time sitting, standing, driving, walking, typing, filing, listening and speaking.

**Mental Requirements**
The incumbent in this position must be able to accommodate to any/all of the following: tolerance for distractions and interruptions; uncontrollable changes in priorities/work schedules; be able to process information, think, and conceptualize.

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**Application Process:**
Application deadline: Open until filled.
Please e-mail or fax a cover letter, resume and 2 professional references (past supervisors including e-mail address and phone number) to: Susie Moore
Email: careers@ocapica.org
FAX: (714) 228.9796
Please ensure that the email subject has the job title: Workforce Support/Attendance Specialist
No Phone Calls Please

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**Agency Background:**
The Orange County Asian and Pacific Islander Community Alliance (OCAPICA) are dedicated to enhancing the health, and social and economic well-being of Asians and Pacific Islanders in Orange County, California. Established in 1997, OCAPICA works to improve and expand the community's opportunities through service, education, advocacy, organizing and research. These community-driven activities seek to empower Asians and Pacific Islanders to define and control their lives and the future of their community.

OCAPICA is an Equal Opportunity/Affirmative Action Employer