

Financial Aid Support Office - Staff Duties and Pay

Director of Workforce Services

Position Objectives:

Responsible for performance, staffing, career office operations and financial accountability of Workforce Solutions Career Offices as well as providing leadership within total organization and representation in community

Primary Duties:

- Integrate the mission and values of Interfaith within Workforce Solutions system offices operated by Interfaith
 - Implement the franchise model – Mission, Core Values, Standards and Guidelines
 - Coordinate Workforce Solutions contract with the President & CEO and Director of Operations
 - Plan and coordinate budgets with Finance Department
 - Design staffing plans and coordinate hiring and terminations with the Human Resources Director
 - Develop standard operating procedures in line with Workforce Solutions Standards and Guidelines
 - Ensure daily activities of the career offices are aligned with Workforce Solutions annual and long-term objectives
 - Serve on the Regional Management Team, Interfaith Management Team and regional workgroups
 - Coordinate work activities of the offices operated by Interfaith to improve services to customers
 - Write H-GAC proposal/grant and participate in negotiation of contract
 - Work with Area Supervisors/Office Managers
 - Identify additional grant sources
 - Oversee the design and planning of new special projects and other as President & CEO cites
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Supervisory Functions: Yes: X No:

Education Level:

Bachelor's Degree Required. Advanced Degree preferred

Preferred Areas of Study:

Experience Level: (Minimum)

 2 years of less 3-5 years X 5-10 years 10+ Years

Particular Areas of Experience:

Excellent leadership skills; 6 years management including strong financial and operational background; extensive knowledge of workforce development

 X Personal Computer Experience

 Mainframe Computer Experience

 X Computer Software: Microsoft Office proficiency

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Physical Demands:

Mobility:

☒ Standing
☒ Walking
☒ Sitting
☒ Stooping
☒ Reaching

☒ Kneeling
☒ Crouching
☒ Crawling
☒ Climbing

Lifting:

☒ Applicable
☐ Not Applicable

Comments:

Visual:

☐ Not Applicable
☒ Extensive Reading (50% or more of Job Function)
☒ Extensive Computer Usage (50% or more of Job Function)

Personal Demands/Stress:

☒ Stress ☒ Evenings ☒ Weekends
☒ Overtime
☒ Travel

Salary Range:

\$100,000- \$120,000

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FINANCIAL AID SUPPORT CENTER MANAGER

Position Description

The Support Center Manager operates the Workforce Solutions Financial Aid Support Center, which offers financial aid to job seekers and students in the Gulf Coast region. The primary role of the Support Center Manager is to serve Workforce Solutions customers by overseeing Financial Aid Support Center operations, managing staff, and planning and implementing strategies for improving processes and systems.

Reporting Requirements

Reports to Director Workforce Services

Qualifications and Required Skills

Bachelor's degree and/or 5+ years of operations/call-center-management experience. Able to lead, develop, and motivate teams. Excellent oral and written communications. Outstanding organization and multitasking skills. Strong analytical and problem-solving abilities. Demonstrated commitment to continuous process improvement. Six Sigma experience preferred. Must be customer-service and task competent. 4+ years' experience with production goals. Demonstrated experience developing supervisory teams. The ideal candidate will also have a strong background in the Workforce Solutions system.

Responsibilities

- Manage 80+ person operations/support center associated with financial-aid determination and customer service
- Create and maintain a positive work environment that empowers all center staff to meet expectations successfully
- Plan, organize, and lead Call Center operations to ensure staff understand expectations and have adequate resources to meet them
- Lead and motivate the team to achieve consistently high levels of customer satisfaction and deliver exceptional service
- Communicate and develop positive working relationships with stakeholders at every level of the Workforce Solutions system
- Coordinate work activities to improve services to customers, ensure company and contract policies are followed, and performance goals are met
- Oversee personnel activities concerning hiring, training/development, assignments, coaching, discipline, and evaluation of performance
- Resolve personnel issues in conjunction with Interfaith's Human Resources
- Ensure staff accurately and timely determine customer eligibility, award Workforce Solutions financial aid, assist customers with problems related to financial aid, and resolve customer complaints
- Lead identification, evaluation, and documentation of risks and controls by maintaining, reviewing, and evaluating performance reports; advise management
- Evaluate workload and make recommendations/adjustments to staffing as needed

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- Ensure that staff accurately and timely perform tasks as directed
- Conduct weekly meetings and information sessions with staff
- Provide regular written performance evaluations to direct reports and review evaluations for all line staff
- Regularly engage staff; walk the floor
- Coordinate and approve all staff training
- Evaluate special projects from Gulf Coast Workforce Board staff
- Follow up on complaint resolution
- Determine monthly objectives and communicate associated strategy
- Ensure facility is safe for staff and security systems function as intended
- Ensure staff and facility are compliant with personally-identifiable information protocols; propose changes as appropriate

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 talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary Range

\$70,000 - \$75,000

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SENIOR SUPERVISOR– FINANCIAL AID SUPPORT CENTER

Position Description

- The Support Center Senior Supervisor works as a partner with the Manager to oversee the support center staff and to make sure that the office's activities align with Workforce Solutions mission and the support centers objectives.
- The Senior Supervisor coaches, mentors, and monitors Supervisors
- The Senior Supervisor creates an office environment in which Supervisors are focused on meeting the goals and objectives of the service center.

Reporting Requirements

Reports to the Manager

Relationships outside Workforce Solutions

May represent Workforce Solutions with outside organizations

Relationships inside Workforce Solutions

Inside the Support Center: The customer support center Senior Supervisor oversees the work of several Supervisors directly.

Inside Workforce Solutions: May serve on workgroups and manage special projects and assignments

Qualifications

- Bachelor's degree and a minimum of five years of experience in the workplace, or
- Five years of management experience - 15 semester hours of college credit may be substituted for each six months of management experience, or
- Three years of experience at Workforce Solutions with good performance reviews and a recommendation from current Supervisor.
- Receives the National Workforce Institute Level 1 certification (Certified Workforce Professional) within six months of starting work as Senior Supervisor.
- Receives the National Workforce Institute Level 2 certification (Certified Workforce Expert – Direct Customer Contact: Job Seeker Services - Management) within two years of starting work as Senior Supervisor.

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 talk or hear. The employee frequently is required to sit and stand. The employee may occasionally be required to lift and/or move up to 25 pounds.

Work Environment

Financial Aid Support Office - Staff Duties and Pay

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Knowledge and Abilities

- Knowledge and understanding of the labor market and jobs
- Able to identify and solve problems
- Able to generate, interpret and analyze reports
- Proficient in Microsoft Windows and Office; familiar with and able to use computers; able to learn new software
- Ability to work well in teams and independently; Able to work with resident customers and other staff (flexible, congenial and adaptable)
- Ability to communicate orally and in writing at a professional level
- Must have demonstrated leadership acumen
- Flexible and creative in the use of resources to meet changing customer demands
- Self-motivated and self-directed
- Results-oriented

Duties and Responsibilities

Works with Manager to oversee staff and align work with Workforce Solutions Mission

- Understands and supports Workforce Solutions mission and values
- Clearly communicates to Supervisors and line staff how their work supports and advances Workforce Solutions mission and values
- Manages change by explaining why and how changes are implemented
- Clearly communicates expectations and priorities to Supervisors and line staff
- Communicates to the Manager on behalf of line staff needed resources, problems in effectively accomplishing the unit's work, and proposed solutions to problems
- Coordinates unit's work with other units in the office
- Communicates with Employer Services staff to coordinate a response to employers' and residents' Workforce needs
- Responsible for meeting office-performance goals

Leads, coaches and mentors and monitors staff

- Leads by example
- Properly disseminates and interprets information to all staff
- Delegates and reviews status of ongoing work to ensure staff are meeting expectations and completing assigned work on time
- Directly supervises and evaluates the performance of Supervisors reporting to the Manager/Senior Supervisor
- Provides regular written performance evaluations and conducts conferences to discuss individual staff strengths, weaknesses, and areas needing improvement.

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- Recorded observations have meaningful, helpful comments that have been shared with staff.
- Identifies how Supervisors may benefit from coaching and/or mentoring line staff. Recommends appropriate personnel actions including salary increases, improvement plans and termination when necessary.
- Recognizes problems in office operations, helps identify the root cause of problems, and suggests and implement solutions

Creates an environment where Supervisors and staff focus on quality customer service

- Assures staff are continually reminded to provide quality customer service
- Assures staff understand how Workforce Solutions defines quality customer service
- Assures staff understand how each one can provide quality customer service
- Provides customers the opportunity to voice concerns and uses good judgment to quickly resolve or elevate complaints
- Follows up on complaint resolution

Other duties

- Initiates personal development in preparation for increased responsibilities
- Ensures that company and contract policies and procedures are followed
- May help assure Workforce Solutions facility is safe and that systems work; may arrange for needed repairs
- Manages Supervisors/staff time and leave
- Participates in hiring decisions
- Maintain the highest level of customer service
- Maintain the highest level of compliance with all company policies and procedures
- Senior Supervisor serves as the Manager whenever the Manager is not available.
- Assist the Manager with setting Center objectives, work schedules, budgets, policies, and procedures
- Monitor staffing levels to meet cover business demands
- Assist the Manager with staff performance issues in compliance with company policies and procedures
- Assist the Manager/Supervisors with recruiting, managing, training and developing Supervisors and line staff

SALARY RANGE

\$60,000 - \$65,000

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SUPERVISOR – FINANCIAL AID SUPPORT CENTER

Position Description

- The support center supervisor works as a partner with her manager to oversee office staff and to make sure that the office's activities align with Workforce Solutions mission.
- The supervisor leads, coaches, mentors and monitors staff to ensure they are properly trained in Workforce Solutions policies and procedures and carry out assigned work
- The supervisor creates an office environment in which staff are focused on individualized and quality customer service.

Reporting Requirements

Reports to Senior Supervisor/ Manager – Support Center

Relationships outside Workforce Solutions

May represent Workforce Solutions with outside organizations

Relationships inside Workforce Solutions

Inside an office: The support center supervisor oversees the work of several office staff directly and has direct or indirect relationships with the office manager, other office supervisors, and line staff who report to other supervisors.

Inside Workforce Solutions: May serve on workgroups and manage special projects and assignments

Qualifications

- Bachelor's degree and a minimum of two years experience in the work place, or
- 4 years of management experience - 15 semester hours of college credit may be substituted for each 6 months of management experience, or
- 2 years of experience at Workforce Solutions with good performance reviews and a recommendation from her/his current supervisor.
- Receives the National Workforce Institute Level 1 certification (Certified Workforce Professional) within six months of starting work as a Supervisor.
- Receives the National Workforce Institute Level 2 certification (Certified Workforce Expert – Direct Customer Contact: Job Seeker Services - Management) within two years of starting work as a Supervisor.

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 talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand. The employee may occasionally be required to lift and/or move up to 25 pounds.

Work Environment

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Knowledge and Abilities

- Knowledge and understanding of the labor market and jobs
- Able to identify and solve problems
- Able to generate, interpret and analyze reports
- Proficient in Microsoft Windows and Office; familiar with and able to use computers; able to learn new software
- Ability to work well in teams and independently; Able to work with resident customers and other staff (flexible, congenial and adaptable)
- Ability to communicate orally and in writing at a professional level
- Flexible and creative in the use of resources to meet changing customer demands
- Self-motivated and self-directed
- Results-oriented

Duties and Responsibilities

Works with manager to oversee staff and align work with Workforce Solutions Mission

- Understands and supports Workforce Solutions Mission and Values
- Clearly communicates to line staff how their work supports and advances Workforce Solutions Mission and Values
- Manages change by explaining why and how changes are implemented
- Clearly communicates expectations and priorities to line staff
- Communicates to the manager on behalf of line staff needed resources, problems in effectively accomplishing the unit's work, and proposed solutions to problems
- Coordinates unit's work with other units in the office
- Communicates with Employer Service staff to coordinate a response to employers' and residents workforce needs
- Is responsible for meeting office performance goals

Leads, coaches and mentors and monitors staff

- Leads by example
- Properly disseminates and interprets information to staff
- Delegates and reviews status of on-going work to ensure that staff are meeting expectations and are completing their assigned work on-time
- Assures timely and accurate data entry
- Directly supervises and evaluates the performance of line staff reporting to the supervisor

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- Provides line staff regular written performance evaluations and conducts conferences to discuss individual staff strengths, weaknesses, and areas needing improvement.
 - Recorded observations have meaningful, helpful comments that have been shared with staff.
- Identifies how individual staff may benefit by coaching and/or mentoring from supervisory or other senior staff members to increase general labor market knowledge and develop competence in applying that knowledge to help Workforce Solutions customers
- Recommends appropriate personnel actions including salary increases, improvement plans and termination when necessary.
- Recognizes problems in office operations, helps identify the root cause of problems, and suggests and implement solutions

Creates an office environment where staff focus on quality customer service

- Assures that staff are continually reminded to provide quality customer service
- Assures staff understand how Workforce Solutions defines quality customer service
- Assures staff understand how each one can provide quality customer service
- Provides customers the opportunity to complain and uses good judgment to quickly resolve or elevate complaints
- Follows up on complaint resolution

Other duties

- Initiates personal development in preparation for increased responsibilities
- Ensures that company and contract policies and procedures are followed
- May help assure Workforce Solutions facility is safe and that systems work; may arrange for needed repairs.
- Manages staff time and leave
- Participates in hiring decisions

Salary Range

\$50,000 - \$55,000

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FINANCIAL AID CUSTOMER SUPPORT SPECIALIST

Position Description

The individual in this position provides superior customer service to residents seeking assistance with training and/or childcare in a fast paced, multi-functional environment. The Financial Aid Customer Support Specialist will eagerly assist residents with applications and required documents for financial assistance with childcare needs and other expanded services Workforce Solutions offers. Accurate and expedient data entry into appropriate systems and exceptional and timely communications with internal and external customers will be required. Interactions will be high volume via phone and/or other virtual communication methods.

Qualifications

- High School or GED required; Bachelor's degree preferred.
- Three or more years of work experience, preferably in a customer service environment.
- Broad base knowledge of Labor Market Information and financial aid for childcare and training programs (or demonstrated ability to learn quickly).
- Ability to proactively resolve issues and seek answers, actively look for ways to help people, perform under pressure, meet tight deadlines and meet or exceed performance goals.
- Strong organizational and time management skills with the ability to manage multiple projects.
- Self-starter with the ability to work independently with minimal supervision and collaboratively within a team environment.
- Strong problem-solving skills with the ability to identify and evaluate problems and devise timely and effective solutions.
- Excellent verbal, written and interpersonal communications skills to effectively interact with a wide-ranging audience in a diverse community.
- Communicate effectively in writing as appropriate for the needs of the audience
- Superior customer service orientation and a commitment to timely resolution of customer issues is essential.
- Bilingual (Spanish) preferred, but not required.

Required Attributes for Success in this Position

- Flexibility is extremely important and required
- Ability to learn quickly and implement changes immediately
- Works accurately with great attention to detail
- Time management and accountability to task
- Enthusiastic approach to innovative styles and practices of delivering superior customer interactions
- Is able to communicate clearly, both written and in speech

Duties and Responsibilities

1. Determines customers eligible for the Workforce Solutions financial aid
2. Enters information in the appropriate management information system and maintain electronic files as needed
3. May track the use of cash substitute financial aid

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4. Functions as a financial aid resource specialist for residents, responding to inquiries from prospective students as well as parents in need of childcare.
5. Handles a high volume of inbound and outbound communications with prospective residents seeking financial aid for training or childcare.
6. Processes a high volume of incoming applications/inquiries in a timely and accurate manner.
7. Collects accurate and complete information from residents, protecting confidential information while determining eligibility.
8. Makes recommendations for process improvements to continuously improve efficiency of operations and customer service.
9. Resolves routine customer concerns utilizing excellent customer service skills.
10. Maintains excellent productive working relationships with all business partners to ensure seamless customer service.

Performance Expectations

1. Provides good customer service.

Usage of the five (5) guiding principles of customer service (internal and external) are as follows:

1. I am Workforce Solutions to my customer
2. I use my customer's perspective to guide my work
3. I understand the resources available throughout the system
4. I can always help my customer – even if I have to say “no”.
5. I learn from my mistakes and gain a better understanding of how to help my customer.

2. Meets FASC Production Goals

The following are the production **minimum** daily/weekly requirements:

Department	Regular Schedule (M-F)	
Intake Labeling	Unacceptable: 55 and Below Cases Needs Improvement: 55-64 Cases Proficient: 65–74 Cases Exceeds: 75-84 Cases Outstanding: 85 and More	
Eligibility	Unacceptable: 9 and Below Cases Needs Improvement: 10-12 Cases Proficient: 13-16 Cases Exceeds: 17-19 Cases Outstanding: 20 and More	

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Fulfillment	Unacceptable: 12 and Below Cases Needs Improvement: 13-15 Cases Proficient: 16-18 Cases Exceeds: 19-22 Cases Outstanding: 25 and More	
Cash Subs (Scholarship)	Unacceptable: 30 and Below Cases Needs Improvement: 31-35 Cases Proficient: 36-40 Cases Exceeds: 41-45 Cases Outstanding: 46 and More	
Voucher/FACS (Scholarship)	Unacceptable: 19 and Below Cases Needs Improvement: 20-23 Cases Proficient: 24-27 Cases Exceeds: 28-30 Cases Outstanding: 31 and More	
Customer Support Calls	Unacceptable: 55 and Below Cases Needs Improvement: 56-59 Cases Proficient: 60-65 Cases Exceeds: 66-69 Cases Outstanding: 70 and More	
~~~~~ Customer Support Emails/ FACS	~~~~~ Unacceptable: 27 and Below Cases Needs Improvement: 35-37 Cases Proficient: 31-34 Cases Exceeds: 35-37 Cases Outstanding: 38 and More	

### 3. Records Reviews and Phone Observations

These are done to ensure the quality and accuracy of the prescribed work. For employees two (2) years and under there will be five (5) record reviews and phone observations. For employees two (2) years and above there will three (3) record reviews and phone observations. This will be based on six (6) months of consecutive “Outstanding” reviews and observations.

The following areas are included in the financial aid records review. A Financial Aid Customer Support Specialist will have performance expectations in each area she/he performs regularly.

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- The referral, services and/or case information were entered in the appropriate management information system
- The financial aid amounts were appropriately reviewed and/or calculated
- Appropriate documentation is on file for action
- Appropriate documents were labeled/stored properly in DocuWare.
- TWIST Counselor notes are concise, thorough and accurately describe the customer's situation

Using the **Financial Aid Customer Support Service Records Review Form**, the supervisor marks each of the above dimensions as a point value on each of the 5 records reviewed per month worth up to 100 points.

Six (6) areas are included in the telephone observations. A Financial Aid Customer Support Specialist will have performance expectations in each area she/he performs regularly:

- The Financial Aid Support Specialist greeted the customer correctly
- The Financial Aid Support Specialist listened to understand what the customer wanted from Workforce Solutions
- The Financial Aid Support Specialist gave good advice and/or the appropriate service to help the customer meet her/his needs
- The Financial Aid Support Specialist spent the time needed to give good service but did not spend excessive time
- The Financial Aid Support Specialist utilized the proper systems by documenting case information properly
- The Financial Aid Support Specialist explained or confirmed the customers "Next steps and Recap" of the conversation.

Using the **Telephone Observation Criteria Form**, the supervisor notes each of the above dimensions as a point value during each of the 5 interviews observed per month worth up to 100 points.

### **Performance ratings from the above stated areas are reviewed as follows:**

Outstanding- performance expectation – 95%

Exceeds – performance expectation – 90% -94%

Proficient – performance expectation – 85% -89%

Needs Improvement- performance expectation – 80%-84%

Unacceptable – Does not meet performance expectation – 79% and below

## **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.

## Financial Aid Support Office - Staff Duties and Pay

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand. The employee may occasionally be required to lift and/or move up to 25 pounds.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Salary Range**

\$40,000 - \$45,000

# Financial Aid Support Office - Staff Duties and Pay

## ELECTRONIC RECORDS COORDINATOR

### Position Description

Responsible for maintaining a file management system. Accountable for file security and maintenance of office and customer files.

### Reporting Requirements

Reports to the Office Manager

### Relationships

Financial Aid Support staff

### Qualifications

- High school diploma or GED and two years of college coursework; or high school diploma or GED and two years of customer service experience; each 6 months of experience substitutes for 15 semester hours of college coursework
- Friendly, courteous and presents him or herself in a professional manner
- Organized and able to multi-task
- Flexible and adaptable
- Has good communication skills including listening and speaking clearly
- Proficient in Microsoft Office

### Physical Demands

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### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Duties and Responsibilities

- Maintain and organize customer files with a high degree of accuracy and confidentiality
- Maintain customer information including eligibility documents, financial records or receipts, signed agreements and tracking documents



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- Assure that customer has a complete package of information before it is filed, and brings incomplete or overly complete records to the attention of the appropriate staff person
- Create, store and manage primary Alpha files, incomplete/pending files and special provisions files
- Monitor the accuracy and completeness of electronic records
- Release files to staff as requested; assure return of files to correct folders and cabinets
- Report staff who are not maintaining security of customer information to management
- Other duties as assigned

### **Salary Range**

\$48,000 - \$53,000

# Financial Aid Support Office - Staff Duties and Pay

## QUALITY ASSURANCE MANAGER

### **Position Description**

Responsible for overseeing activities of the Quality Assurance Department

### **External Relationships**

Outside auditors and educational institutions

### **Internal Relationships**

Central office management, career office managers, supervisors, staff, Workforce Board staff and partner contractor staff

### **Reporting Requirements**

Reports to President & CEO

### **Qualifications**

- Four (4) years relevant experience
- Excellent technical and communication skills
- Knowledge of all relevant computer data systems including TWIST, TWC, HHSC, CCSD, FAMS, WorkInTexas.com
- Extensive knowledge of local and State policies related to workforce development

### **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 talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand. The employee may occasionally be required to lift and/or move up to 25 pounds.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **Duties and Responsibilities**

- Oversee data integrity, quality and compliance audits, using all of Workforce Solutions databases and physical records
- Oversee independent monitoring functions for career offices
- Interpret policy changes, procedural issuances, and any new information from Workforce Solutions

## Financial Aid Support Office - Staff Duties and Pay

- Work closely with Director to formulate a unified method of implementing new policy directives from Workforce Solutions
- Work with the Director to formulate internal policies and procedures
- Analyze performance numbers and coordinate strategies for improvement of performance while maintaining data integrity
- Conduct MIS reviews and research
- Answer MIS or procedural related questions from staff
- Compile and submit monthly data reports to Workforce Board staff
- Serve as liaison to Workforce Board staff for reporting, quality assurance and other topics or projects as needed
- Serve as financial aid database “super user” for all Interfaith offices
- Coordinate with the Area Supervisors and Office Services Coordinator

### **Salary Range**

\$70,000 - \$80,000

# Financial Aid Support Office - Staff Duties and Pay

## QUALITY ASSURANCE SPECIALIST

### **Position Description**

Responsible for monitoring and preparing compliance reports

### **Relationships**

Central office management, career office managers, supervisors, staff and partner contractor staff

### **Reporting Requirements**

Reports to Quality Assurance Manager

### **Qualifications**

- Three (3) years relevant experience
- Excellent technical and communication skills
- Knowledge of all relevant computer data systems including TWIST, TWC, TIERS, FAMS, WorkInTexas.com
- Proficient in Microsoft Word and Excel
- Knowledge of local and State policies related to workforce development programs
- Knowledge of financial aid processes and eligibility requirements
- Knowledge of the Workforce Solutions system and how each of the different departments and career offices work together

### **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 talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand. The employee may occasionally be required to lift and/or move up to 25 pounds.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **Duties and Responsibilities**

- Assist in development of monitoring materials and guides for internal monitoring
- Conduct monitoring of both hard copy file and electronic file records
- Monitor work quality, integrity of information, customer service and compliance
- Monitor office compliance with The Workforce Solutions Standards and Guidelines
- Provide written reports of findings

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- Conduct follow-up to monitoring for corrections and improvement
- Provide technical assistance as needed
- Maintain the highest level of confidentiality

### **Salary Range**

\$50,000 - \$55,000

# Financial Aid Support Office - Staff Duties and Pay

## Information Technology Manager

### Description

We need a hands-on department supervisor who is passionate and proactive about IT. Our ideal candidate is highly organized, energetic, self-motivated, detail oriented, a critical thinker, logical, diligent, and a senior network administrator with application-development experience. He or she must also think strategically and holistically about IT solutions across the enterprise – including risk management, platform synergies, buy/build decisions, refresh schedules, and rollout and decommission planning – while working within budgetary guidelines. This person will supervise a small IT department that supports staff and applications in multiple offices across a nine-county area. The Supervisor must be able to deliver excellent IT services to internal and external customers while providing true IT leadership and direction for Interfaith as a whole. The supervisor will be responsible for meeting project goals and timelines while providing regular updates to senior management. The Supervisor will possess a strong, ever-present focus on customer service and satisfaction, combined with an eye to the future.

### Key Responsibilities

- Responsible for the implementation, support, and enhancement of technology infrastructure, including critical digital document-management system and Microsoft Active Directory
- Development of additional interfaces and supporting applications for digital document-management and other systems
- Development, implementation, and/or enhancement of IT policies and procedures, including change-control and governance models
- Management of existing resources and development of long-term development and performance plans for self and technical support staff
- Positive relationships with customers and business partners

### Qualifications

- Associate or bachelor's degree with 7+ years' work experience
- 5+ years in the IT industry
- 3+ years supervising/directing technical operations. Strong knowledge of IP networking and telecommunications
- Experience with the following technologies:
  - Windows, SQL, MySQL 2008, 2012 Servers
  - Windows Desktop Support
  - Networking equipment, including switches, routers, and VPNs
  - Telecommunications, including general VoIP and SIP
  - Server virtualization
  - Web development, PHP, ColdFusion
  - DocuWare experience is a plus

## Financial Aid Support Office - Staff Duties and Pay

- Excellent technical-troubleshooting skills
- Excellent customer-service skills
- Excellent written and oral communication skills
- Excellent resource-management skills
- Self-starter with strong work ethic
- Excellent ability to lead in a team-oriented environment
- Ability to train all technical staff to maximize productivity

### **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 talk or hear. The employee frequently is required to sit. The employee is required to stand. The employee may occasionally be required to lift and/or move up to 50 pounds.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Salary Range**

\$70,000 - \$80,000

# Financial Aid Support Office - Staff Duties and Pay

## Information Technology Supervisor

### Description

We need a hands-on department supervisor who is passionate and proactive about IT. Our ideal candidate is highly organized, energetic, self-motivated, detail oriented, a critical thinker, logical, diligent, and a senior network administrator with application-development experience. He or she must also think strategically and holistically about IT solutions across the enterprise – including risk management, platform synergies, buy/build decisions, refresh schedules, and rollout and decommission planning – while working within budgetary guidelines. This person will supervise a small IT department that supports staff and applications in multiple offices across a nine-county area. The Supervisor must be able to deliver excellent IT services to internal and external customers while providing true IT leadership and direction for Interfaith as a whole. The supervisor will be responsible for meeting project goals and timelines while providing regular updates to senior management. The Supervisor will possess a strong, ever-present focus on customer service and satisfaction, combined with an eye to the future.

### Key Responsibilities

- Responsible for the implementation, support, and enhancement of technology infrastructure, including critical digital document-management system and Microsoft Active Directory
- Development of additional interfaces and supporting applications for digital document-management and other systems
- Development, implementation, and/or enhancement of IT policies and procedures, including change-control and governance models
- Management of existing resources and development of long-term development and performance plans for self and technical support staff
- Positive relationships with customers and business partners

### Qualifications

- Associate or bachelor's degree with 7+ years' work experience
- 5+ years in the IT industry
- 3+ years supervising/directing technical operations. Strong knowledge of IP networking and telecommunications
- Experience with the following technologies:
  - Windows, SQL, MySQL 2008, 2012 Servers
  - Windows Desktop Support
  - Networking equipment, including switches, routers, and VPNs
  - Telecommunications, including general VoIP and SIP
  - Server virtualization
  - Web development, PHP, ColdFusion
  - DocuWare experience is a plus



## Financial Aid Support Office - Staff Duties and Pay

- Excellent technical-troubleshooting skills
- Excellent customer-service skills
- Excellent written and oral communication skills
- Excellent resource-management skills
- Self-starter with strong work ethic
- Excellent ability to lead in a team-oriented environment
- Ability to train all technical staff to maximize productivity

### **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 talk or hear. The employee frequently is required to sit. The employee is required to stand. The employee may occasionally be required to lift and/or move up to 50 pounds.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **Salary Range**

\$60,000-\$65,000

# Financial Aid Support Office - Staff Duties and Pay

## BUSINESS INTELLIGENCE ANALYST

### Position Description

- Will work with the management team to design and maintain effective reporting, analyses and presentation of performance data. The successful candidate will be able to listen to business needs and create systems to identify and track business trends across multiple systems and put them all together. The data analyst will provide regular performance and production information in detailed format for internal review and analysis and in dashboard form for stakeholder review and overview.

### Reporting Requirements

- Reports to Financial Aid Support Center Manager

### Qualifications

- BS in Mathematics, Computer Science, Information Management or Statistics preferred, however, relevant experience with SQL queries and business intelligence software may be used in lieu of degree.

### Duties and Responsibilities

- Acquires and presents data from all collected data sources
- Designs and schedules reports in proprietary software
- Develops and implements data analyses, data collection systems and other strategies that optimize statistical efficiency and quality
- Works with management team and board staff to develop and implement automated quality control plans
- Monitors performance and quality control plans to identify areas for improvement and reports exceptions
- Develops measurement plans and dashboards, monitors metrics
- Collaborates with management team on ad-hoc analysis to uncover root cause of trends to help predict future resource needs
- Responds to management requests to extract data, design and produce reports

### Required Skills

- Expertise with T-SQL, queries and business intelligence software
- Proven work experience as a data analyst
- Strong analytical skills with the ability to collect, organize, analyze and disseminate significant amounts of information with attention to detail and accuracy
- Knowledge of statistics and experience using statistical packages for analyzing datasets
- Experience with the following preferred: Tableau, Smartsheet, Sybase, SSRS, Power BI, Excel and Relational Database Management Systems
- Professional certification: “MCSA: SQL” would be a plus.
- Excellent written, verbal skills and math skills.

### Salary Range

\$45,000 - \$50,000