



JOB DESCRIPTION

JOB TITLE:	Service Delivery Coordinator
REPORTS TO:	Director of Service Delivery
DIRECT REPORTS:	None
FLSA STATUS:	Non-Exempt
SALARY BAND:	WDC Salary Band A: \$17.80 - \$23.00

SUMMARY: The Service Delivery Coordinator will coordinate Workforce Investment Act and other grant funded programs administered by the Workforce Development Council Snohomish County. This includes contract management, site certification, program integrity and related activities.

The Workforce Development Council is a recipient of multiple funding sources in addition to the Workforce Investment Act. Based on the knowledge, skills and abilities of employees and the business needs of the company, employees may be assigned additional duties as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Contract Management

- Administration of service delivery contract which includes assisting with Request for Proposal process and coordinating contracting process including preparing contract documents.
- Monitoring contract implementation which includes summarization of program performance, fiscal monitoring and coordination of contract modifications.
- Creates professional reports tracking contractor and program performance for formal presentations to Board members and funders. Completes funder required reports tracking performance and outcomes.
- Coordinates any policy changes includes providing summaries for Board, staff and contractors. Track and coordinate all aspects of change process.

Site Certification

- Coordinates the WorkSource certification/recertification process of centers, affiliates, and self service sites, including sending materials to prospective sites, arranging for site visits by review committees, and arranging for certification, branding and staff training of sites approved for training.
- Maintains records and notifies sites of due dates for annual recertification applications.

Program Integrity

- Responds to and provides program performance technical assistance requests and training to providers of service.
- Verifies information for WIA program performance measures and other grant/contracted funded programs.
- Enters data and operates MIS systems to track clients in programs, reviews the accuracy of the work of others doing data entry.

- Maintains systems, files, and records that provide for the proper evaluation and documentation of assigned services.

Related Activities

- Coordinates meetings, trainings and focus groups.
- Coordinates monthly reports on asset development and other grant based programs.
- Creates surveys and report on results.
- Performs related duties as assigned.

ESSENTIAL SKILLS

- Proven organizational skills including the ability to meet deadlines and performance requirements.
- Project management experience including the ability to work independently and take initiative.
- Proven ability to prioritize work in a high production environment.
- High attention to detail.
- Demonstrated interest in workforce development.
- Proven presentation and training skills.

ESSENTIAL EXPERIENCES

- AA Degree and two years experience in business, education, public policy, workforce development or related field.
- Strong data management and technical documentation experience including proficiency in the Microsoft suite of software applications, proven experience with Access preferred.
- Ability to communicate effectively both orally and in writing.
- Knowledge of Management Information Systems and experience performing program eligibility and/or quality control.
- Experience training others on program specific information preferred.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

Ability to perform a range of physical motions including but not limited:

- In office work **required** the last two weeks of months following end of Quarter (January, April, July and October).
- Frequently sits for extended periods while performing desktop activities.
- Repetitively uses hands and wrists on computers and telephone.
- Ability to move equipment and supplies up to 15 pounds.
- Reliable transportation and the ability to drive to different locations.