

Workforce Connections, Inc.
PLANNING COORDINATOR – INTERNAL PROGRAMS
Position Description

GENERAL: Under the direct supervision of the Director for Planning and Marketing, the Planning Coordinator is responsible for operational planning, information and continuous improvement (including program monitoring).

MINIMUM QUALIFICATIONS: Prefer a Bachelor's degree in business, sociology, public administration or related field plus 3-5 years grant writing experience. Demonstrated experience with research, data analysis, and quality improvement. Excellent oral and written communications, creativity, critical thinking and organizational skills. Work independently and as a strong team member. Ability to use appropriate computer systems including Windows operating system and Microsoft Office Suite required.

I. PROGRAM PLANNING

- Coordinate the operational planning for the organization including submission of grant applications to the State and other funding sources. This will include coordinating staff teams to assist in planning, setting and monitoring timelines, and assigning tasks.
- Serve as a primary contact for local, state and federal funding sources during the planning and procurement phase.
- Assist in identifying and recommending strategic development priorities and targets for the organization.
- Implement continuous improvement in planning processes.

II. CONTINUOUS IMPROVEMENT

- Develop procedures and formats and oversee completion of the monitoring and evaluation of all programs and projects and subcontracts administered by Workforce Connections, Inc.
- Develop and implement methods to evaluate the ongoing program needs and strategic development targets. Make recommendations to address identified needs.
- Coordinate continuous improvement for Workforce Connections, Inc. programs by researching best practices and analyzing monitoring reports. Work with program staff to implement program innovations.
- Provide technical assistance to program service staff to assure quality of Workforce Connection, Inc. programs as well as achievement of planned objectives.
- Implement the customer satisfaction and dissatisfaction processes, including development of surveys and tracking data.

III. CUSTOMER SATISFACTION

- Develop and implement a customer satisfaction plan to gather, measure and evaluate feedback from participants, employer, employees and others.
- Based on customer satisfaction results, recommend improvement to programs and areas where technical assistance will be needed.
- Design and maintain procedures for sharing customer satisfaction feedback with staff, board members, funding sources, stakeholder and others.

- Develop and implement continuous improvement in customer satisfaction processes.

IV. OPERATIONAL REPORTING AND LABOR MARKET INFORMATION

- Work with key program staff to develop and maintain a comprehensive system for multi-program data collection, analysis, and use.
- Identify and compile community need information.
- Research and develop benchmarks for Workforce Connections, Inc. operations while maintaining information and reports on progress toward meeting benchmarks.
- Provide statistical analysis of labor market information for the organization, including assisting in other projects as needed.

V. OTHER DUTIES AS ASSIGNED

VI. PHYSICAL/SENSORY/COGNITIVE REQUIREMENTS

The majority of the work time will be spent in an office setting and in the community in a variety of settings assisting in achieving the goals and objectives of Workforce Connections, Inc. Mobility within the rural and urban community is required on a daily basis. Must be able to drive and have access to a reliable vehicle. Will be required to sit at a desk or in meetings for an extended period of time. Ability to present information and respond to questions from staff, Board members, and the general public when speaking on the phone or in face-to-face interactions.

Uses hearing and vision with the ability to collaborate and orchestrate in a variety of environments. Regular use of fine motor skills for writing or typing.

Lifting of objects up to 20 pounds may be required. Bending and walking required regularly.

Regularly will concentrate on multiple tasks simultaneously along with the capacity to respond calmly and quickly to deadlines required. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

VII. ENVIRONMENTAL CONDITIONS

Majority of work is performed in an office setting, community and varied conditions. Outdoor travel required.

Employee Signature

Date

Supervisor Signature

Date

Executive Director Signature

Date