WIOA Office Records Manager

The Office Records Manager will work to ensure accuracy of participant data, clarity in application of eligibility evaluation and to streamline the application process for WIOA participants. This position will be full-time and located at WIOA’s Batesville Office.

KEY RESPONSIBILITIES

* Communicating with participants, employers and other individuals to answer questions, provide information and address issues of eligibility for participants
* Receiving and reviewing Individual Training Account requests and maintaining accuracy and completeness of eligibility according to WIOA policies
* Receiving and reviewing supportive-service vouchers and maintaining comprehensive documentation of services provided
* Providing career specialists with up-to-date supportive service and work experience reports
* Providing career specialists with audit records to maintain integrity of AJL data (follow-up, missing data fields, exit date information, etc.)
* Assisting with preparation of forms, packets and other printed materials for career specialists to utilize in the field
* Processing client files for exit, ensuring follow-up and archive when exit has been completed.
* Monitoring the storage of confidential participant files, maintaining the organization and protecting the integrity of the information stored
* Performing other clerical duties necessary to enhance the efficiency of the office (answering telephone, distributing mail, etc.)
* Notifying WIOA Director of issues with compliance in relation to application processing, inaccuracies in data input, or other detrimental practices which may impact program performance
* Completing other related duties as assigned in a professional manner.

EDUCATION/EXPERIENCE

* Ability to manage a variety of projects in an organized and timely fashion
* Strong Microsoft Office and other computer/data entry experience or skills
* Excellent oral and written communication skills
* Ability to work in a fast-paced and diverse environment
* Equivalent of high school diploma; Associate degree preferred

SPECIAL REQUIREMENTS

* Must possess a valid Driver’s License and provide automobile liability insurance
* Must have access to reliable transportation in order to travel within service area
* Must be able to pass a background check in order to access AJL computer system