WIOA Program Manager Job Description

The WIOA Program Manager will be responsible for daily office operations as related to file management, participant documentation, eligibility certification and compliance with AJL data entry procedures. The Program Manager will work with all WIOA staff to provide seamless processing of participant records and services by implementing efficient review of applicant files. The Program Manager will assist the One Stop Manager and the Administrative Manager with training for any staff utilizing the AJL system.

KEY RESPONSIBILITIES

* Providing information to WIOA management regarding the accuracy of documentation provided by career specialists and in participant records
* Meeting with staff to provide training updates for improved efficiency in AJL data management
* Directing activities which impact performance reporting to Arkansas Department of Workforce Services, local board requests and other needs
* Participating in administrative planning and offering input on policies and procedures which impact eligibility and client services
* Attending all monitoring visits conducted on-site
* Conducting program monitoring activities on a regular basis in conjunction with the One Stop Operator, the Administrative Manager and/or at request of the Executive Director
* Resolving data discrepancy issues when needed
* Inputting participants files into AJL once the Records Manager has approved them
* Directing all AJL reporting and data driven procedures
* Providing AJL technical support when required
* Designing a process for routine auditing of client records to ensure accuracy, timeliness of services and database input
* Conducting file review on a regular basis to determine need for additional training or other corrective action
* Performing other duties as assigned in a professional manner

EDUCATION/EXPERIENCE

* Bachelor’s degree in public administration, general business, technical writing or the social sciences; related work experience or equivalent education may be substituted
* Ability to organize, manage and control workflow, ability to meet deadlines with accuracy
* Knowledge of organizational skills, good business practices, laws, rules and regulations, application of laws and regulations, data management skills
* Knowledge of leadership, production methods, and coordination of resources and computer technology

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 background check for access to AJL data management system