



JOB OPPORTUNITY ANNOUNCEMENT

The Oakland Private Industry Council (PIC) is accepting applications for:

<p>Title: Performance & Program Oversight Director</p> <p>Grade: 11 - Exempt Rate: DOQ</p> <p>Type of Appointment: Regular</p>	<p>Job Number: PPOD01E10</p> <p>Number of Positions: One (1)</p> <p>Department: Program Oversight</p> <p>Schedule: 8:30 a.m. to 5:00 p.m. Monday - Friday</p> <p>Opening Date: February 8, 2010</p> <p>Closing Date: February 21, 2010 or until filled</p> <p>Type of Recruitment: Open</p>
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INFORMATION TO APPLICANTS

HOW TO APPLY: Applicants mail, e-mail or fax resume with cover letter as follows:

<p>EASTBAY Works/Oakland PIC ATTN: Human Resources - PPOD 1212 Broadway, Suite 300 Oakland, CA 94612</p>	<p>or E-mail: picjobs@oaklandpic.org</p> <p>or FAX to: M. Watts (510) 839-3766</p>
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Responsibility for the timely submission of resume rests with the applicant. To be considered the resume must be received no later than the closing date of the announcement.

This announcement may be used to fill the same or similar positions, temporary or permanent which become available within 180 days of the closing date. Applicants selected for temporary positions may be converted to a permanent position without further competition.

ALL QUALIFIED APPLICANTS WILL RECEIVE CONSIDERATION FOR THIS POSITION WITHOUT REGARD TO RACE, AGE, RELIGION, COLOR, SEX, NATIONAL ORIGIN, POLITICAL AFFILIATION, OR PHYSICAL HANDICAP.

The Oakland Private Industry Council is an equal opportunity employer and program operator. Auxiliary aids are available upon request to individuals with disabilities. For TDD services please call: 1-800-735-2922.

El Oakland Private Industry Council, Inc., ofrece igualdad de oportunidades como empleador y operador de programas. Asistencia y servicios auxiliares para personas discapacitadas seran disponibles cuando se requieran. Para servicio TDD (para personas sordo-mudas) por favor llame al 1-800-735-2922.

屋崙職業輔導中心是一間平等就業機會的機構,而且為傷殘人士提供有需要的服務。聾啞人士服務熱線:1-800-735-2922。

BACKGROUND STATEMENT:

Under the direction of the Chief Operating Officer, the Performance & Program Oversight Director oversees the administration, analysis, quality assurance and reporting of program and performance data for programs administered or overseen by the Oakland PIC, Inc., including, the performance management of programs funded under the Workforce Investment Act (WIA) for Adults, Dislocated Workers and Youth in the City of Oakland. This position also acts as the WIA Program Complaint Resolution Officer for the Oakland PIC, Inc.

DESCRIPTION OF DUTIES:

- Directly supervises units/personnel responsible for administration, quality assurance and reporting of program and performance data, contracts administration and procurement, program monitoring, Individual Training Accounts (ITAs) processing, and management of the Eligible Training Provider List (ETPL);
- Reviews monitoring reports and quality assurance compliance with program and contract requirements;
- Responds to service provider questions regarding contracts, performance and payments, as appropriate;
- Analyzes program performance, develops and provides technical assistance and capacity building for all programs;
- Liaisons with Fiscal Department and the Management Information System (MIS) unit to track system entries, requests, purchase orders, invoices and payments;
- Develops and maintains a variety of reports using appropriate tools, like Microsoft Excel, Word, and Access;
- Verifies and signs all training contracts (Individual Training Accounts, On-the-Job Training, etc.) and modifications for accuracy and compliance with established policies;
- Works with Contracts Manager; verifies contract performance and approves invoices;
- Facilitates technical assistance regarding procurement and contracting policies and procedures;
- Troubleshoots between staff, subcontractors and training providers to address customer complaints, system errors and training needs;
- Acts as the WIA Program Complaint Resolution Officer (PCRO), following the policies and procedures detailed in the WIA Complaint Procedures Manual;
- Develops, monitors and recommends training programs for ITAs, OJTs and CTs, as appropriate, and provides updates and management reports as directed;
- Oversees special projects related to improving the maintenance of training provider lists and processing of applicants;
- Performs related duties as assigned.

MINIMUM QUALIFICATION REQUIREMENTS:

- Bachelor of Arts or Bachelor of Science Degree in Business or Public Administration or related field; Masters degree desirable;
- Intermediate to advanced proficiency level in Windows, MS Word, Excel, Access, Outlook, and Internet-based search tools;
- Five years of progressively responsible experience in technical customer service, training or similar functions addressing individuals and groups.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES:

- Comprehensive knowledge of the development, application and management of Workforce Investment Act (WIA) performance measures.
- Solid knowledge of quality assurance and/or performance measurement concepts.
 - Ability to demonstrate good leadership qualities, and organize people and processes.
 - Ability to work with and provide direction to persons from diverse backgrounds.
 - Excellent oral and written communication skills.
 - Ability to formulate and execute queries in MS Access and other databases.
 - Highly organized with great attention to detail.
- Ability to train and provide customer service to persons from a wide variety of backgrounds.
- Ability to work as part of a team and meet program goals in a multi-cultural environment.

SPECIAL REQUIREMENTS

- Must be available to work and represent the Oakland PIC at meetings or events on some evenings or weekends.

IMPORTANT EMPLOYMENT INFORMATION

About Oakland PIC

The Oakland PIC is a non-profit organization. The mission of the Oakland PIC is to provide accessible, high quality employment and training services to the Oakland community. Through direct services and contracts with community-based agencies, Oakland PIC provides area residents with job search assistance, resources, and information/referral, as well as job skills training in classroom and on-the-job settings. PIC also partners with the local business community, connecting its large diverse pool of job seekers with hiring employers. PIC programs are free of charge to both job seekers and employers. Oakland PIC career and business services are funded by the Oakland Workforce Investment Board.

Equal Employment Opportunity

The Oakland PIC is an equal opportunity employer. Applicants shall not be discriminated against because of race, color, gender, national origin, religion, creed, age, marital status, sexual orientation, family care status, medical condition as defined by California law, ancestry, physical or mental disability, or status as a veteran.

Employee Benefits

The Oakland PIC offers a range of benefits to its employees, including paid leave, holidays, a 403(b) retirement plan, and medical, dental, life, and long term disability insurance. Additional benefits may be available depending on employment category. The extent and availability of benefits are subject to change without notice.

Organizational Values

The Oakland PIC values teamwork and expects that each employee will demonstrate our high standards by their own behavior and actively guide the organization by adhering to our organizational values.

Job Opportunity Announcement

Applicants must be guided solely by the provisions of this announcement, including requirements, time periods, and other particulars. Required qualifications must be maintained throughout the employment period.

Appointment

All persons entering Oakland PIC employment are required to present their Social Security Card and complete US Department of Justice Form I-9, Employment Eligibility Verification.