



Creating opportunities for people to rise above barriers in their pursuit of better lives.

PROGRAM/DEPARTMENT Farmworker Services/Workforce Development Division LOCATION: Santa Rosa	CHD is committed to implementation of an Affirmative Action Policy and the Americans with Disabilities Act in its recruitment selection and placement of all personnel. CHD is an Equal Opportunity Employer.
JOB DESCRIPTION TITLE: One Stop Operator	POSITION STATUS: Regular / Full-time FLSA STATUS: Exempt
SALARY: 13	PROGRAM HOURS: 8:00 A.M. – 5:00 P.M.

CORPORATION DESCRIPTION: California Human Development (CHD) is a private, non-profit, human service agency that provides a wide range of programs and services throughout Northern California.

DIVISION DESCRIPTION: CHD’s Farmworker Services/Workforce Development Division (FWS-WDD) receives funds from multiple sources (Federal, State, Local, and Private). These programs are designed to prepare adult and youth migrant and seasonal Farmworkers and other disadvantaged, unemployed and underemployed individuals for full participation in the labor force. Services include all WIOA Career Services (Basic, Individualized & Training), Counseling, education, job training, Work Experience, Vocational Training, On-the-Job Training, Emergency Support Services and Vocational English Language classes.

SUMMARY: The AJCC One Stop Operator will work under the direct supervision of the FWS/WFDD’s Director; the role and responsibilities include: The role of the One-Stop Operator is equivalent to a managing partner of the AJCC. In this role, the Operator is responsible for ensuring a seamless delivery of services from all partners. Certain workforce services are integrated into the framework of the one-stop service delivery system and are provided through partner agencies under various funding sources.

This workforce system is characterized by three critical hallmarks of excellence:

1. The needs of business and workers drive workforce solutions.
2. One Stop centers provide excellent customer service to jobseekers and employers and focus on continuous improvement.
3. The workforce system supports strong regional economies and plays an active role in community and workforce development.

ESSENTIAL RESPONSIBILITIES AND DUTIES:

Under the supervision of the Director, the One Stop Operator is responsible for meeting CHD's contractual obligations with Sonoma County. These responsibilities include the following, refer to the contract for further detail:

1. Community/Partner Relations and System Development, including:
 - Establish and maintain key relationships, coordinate with partners to implement and improve on Hallmarks of Excellence, promote creative and innovative methods in the delivery of services, promote workforce programs within the community, implement new and innovative methods to serve customers with barriers to employment, coordinate the development and implementation of a formal referral process, ensure AJCC partners are providing services as outlined in their MOU, coordinate and facilitate monthly One Stop Partner meetings, represent the AJCC system at relevant meetings, ensure non-discrimination, and facilitate workshops
2. WIB Collaboration and Compliance, including:
 - Implement WIB strategic priorities and policy directives, assist Board outreach efforts and event coordination, serve as community liaison, advise and assist the Board on items relevant to the AJCC System, represent the AJCC system at WIB meetings
3. Employer Connection, including:
 - Retain, support, and establish relationship and networks with employers, increase the number of employers participating in the workforce development network
4. One Stop Certification, including the biennial AJCC certification and the biennial Affiliate AJCC Certification
5. Equal Opportunity Monitoring: take the lead on annual Equal Opportunity monitoring and site visit, in partnership with HSD Compliance Officer
6. Online Presence: maintain social media accounts and website
7. Navigation: supervise One Stop Navigators and provide backup support so navigation services are consistently available, including from the network for AJCC partners
8. Oversight of Day to Day Operations, including:
 - Assure that basic services are available and operable, track staffing and office use by partners, coordinate scheduling and staffing, appropriately escalate any disagreements between partners, address customer grievances, solicit and respond to customer feedback, develop and implement safety and emergency protocols, maintain the physical space, and ensure staffing is available to maintain operations
9. Branding Requirements: comply with WIOA AJCC branding requirements
10. Quarterly Reporting: assist with the development and distribution of system-wide quarterly reports
11. Actively participate in the safety program and provide meaningful suggestions for working safely.
12. Other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:

LANGUAGE SKILLS:

- A) Bilingual English/Spanish Desired
- B) Read and write English/Spanish Desired
- C) Effective oral and written communications skills

MATHEMATICAL SKILLS:

- A) Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.
- B) Ability to compute rate, ratio and percent.

REASONING ABILITY:

- A) Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B) Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C) Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- D) Ability to maintain appropriate boundaries with clients and staff both on and off duty as defined by agency ethical codes.
- E) Ability to use effective judgment in crisis situations.
- F) Ability to solve problems and resolve conflicts effectively.
- G) Should be one of caring and concern for other employees and clients served.
- H) Should build lasting relationships with both, giving them confidence in your skills and ability.
- I) Ability to maintain own psychological well-being.
- J) Ability to recognize and manage personal bias.

OTHER ABILITIES:

- A. Ability to prepare and disseminate information both written and orally.
- B. Ability to communicate and work well with others.
- C. Ability to read, understand, and follow fiscal and government guidelines and documents
- D. Ability to keep and monitor records and files.

SUPERVISORY RESPONSIBILITIES:

NONE

WORKING CONDITIONS:

A) PHYSICAL DEMANDS:

This position requires:

Frequently:	Sitting, Seeing, Hearing, and Speaking
Occasionally:	Standing, Sitting, Walking, Twisting, Lift to 25 lbs
Seldom:	Bending, Stooping, Pushing/Pulling, Carrying, and Reaching

B) WORK ENVIRONMENT:

The work environment is representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. May have exposure to hazardous materials and/or conditions.

QUALIFICATIONS:

EDUCATION:

- A. Education should be at minimum an Associate Degree but prefer a Bachelors in Education or related field.

EXPERIENCE:

- A. Basic knowledge of curriculum development.
- B. Must have at least 3 years' experience at vocational training facility and 1 year at a related supervisory or management position.
School.
- C. Must have computer skills to include current Microsoft office applications a basic knowledge of a data base System.
- D. Applicant should be well organized, and detail conscious, with first-hand knowledge of educational/training programs.
- E. Must possess a dedicated interest in training and educating disadvantaged people.

CERTIFICATES, LICENSES, REGISTRATIONS:

A valid driver's license

Proof of insurance on personal vehicle

Recent printout from the Department of Motor Vehicles is required.

ACCEPTANCE AND CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of this job as outlined above.

Employee's Signature & Date

Supervisor's Signature & Date