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**California Human Development**

**Job Description**

**EMPLOYEE NAME:**

**Job Title:** One Stop Operator
**Department/DIVISION:** Farmworker Services & Workforce Development Division

**Reports To:** Program Director, Farmworker Services & Workforce Development

**FLSA Status:** Exempt

**Location:** Santa Rosa, JobLink
**Revised Date:** 01/08/2020

**Summary Description:** The One Stop Operator is responsible for ensuring 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.

**DUTIES AND RESPONSIBILITIES:**

* 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
* 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
* Employer Connection, including:
	+ Retain, support, and establish relationship and networks with employers, increase the number of employers participating in the workforce development network
* One Stop Certification, including the biennial AJCC certification and the biennial Affiliate AJCC Certification
* Equal Opportunity Monitoring: take the lead on annual Equal Opportunity monitoring and site visit, in partnership with HSD Compliance Officer
* Online Presence: maintain social media accounts and website
* Navigation: supervise One Stop Navigators and provide backup support so navigation services are consistently available, including from the network for AJCC partners
* 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
* Branding Requirements: comply with WIOA AJCC branding requirements
* Quarterly Reporting: assist with the development and distribution of system-wide quarterly reports

**Supervisory Responsibilities**

Manages five (5) non-exempt employees in the department. Is responsible for the overall direction, coordination, and evaluation of the unit. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Required Skills and Abilities**

* Ability to travel to various locations.
* Bilingual English/Spanish is highly desirable.
* Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
* Ability to write routine reports and correspondence.
* Ability to speak effectively before groups of customers or employees of organization. Basic knowledge of curriculum development.
* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
* Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
* Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
* Basic knowledge of Microsoft Office including, Excel, Word, PowerPoint, Publisher, and Outlook.

**Education and/or Experience**

* Associate's degree (A. A.) or equivalent from two-year college or technical school
* Three years of related experience and/or training
* Equivalent combination of education and experience
* Minimum one year of supervisory experience

**Certificates, Licenses, Registrations**

* Must possess a valid California drivers’ license, proof of auto insurance and be insurable under agency policy if driving a company or personal vehicle

**Physical Requirements**

Regularly*:* Talk or hear

Frequently: Use hands to finger, handle, or feel; Stand and walk and lift up to 25 pounds

Occasionally: Bending; Stooping; Pushing/Pulling; Carrying; Reaching

Vision: Must have close, distance, color, and peripheral vision. Must also have depth perception and ability to adjust focus

**Work Environment**

Frequently: Work near moving mechanical parts

Occasionally: Wet or humid condition, high precarious places, around fumes and airborne particles, outdoor weather conditions, extreme cold or extreme heat

Noise level: Moderate noise (examples: business office with computers and printers, light traffic)

*This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. All employees are to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, management and stakeholders.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Reviewed by Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_