

GEORGIA MOUNTAINS REGIONAL COMMISSION

JOB DESCRIPTION

POSITION TITLE: Intake & Eligibility Specialist

FLSA STATUS: Non-Exempt

REPORTS TO: Intake Supervisor

PAY GRADE: DOQ

PURPOSE OF CLASSIFICATION

The purpose of this classification is to determine and collect eligibility documents for the Workforce Innovation and Opportunity Act (WIOA) program. May serve as the lead staff member on specific program(s), project(s), and coordinate services to ensure the WIOA program success of the Georgia Mountains Regional Commission (GMRC) and Workforce Development (WorkSource Georgia Mountains).

ESSENTIAL FUNCTIONS

To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Completes a thorough intake analysis for individuals interested in the WIOA program including eligibility and proper program placement.
- Enters customer data into customer management systems.
- Knowledge of all resources available to customers, including but not limited to services through social service agencies and community employment resources.
- Responsible for initial eligibility review of customers' intake files.
- Schedule and administer assessments to customers.
- Assist in training staff with recruitment efforts, including understanding eligibility/suitability requirements designated to the specific WIOA program.
- Maintain and enhance relationships with area partners that will advance the mission of WorkSource Georgia Mountains.
- Collaborate with the Intake team and education partners in order to make accurate referrals to specific WIOA programs.
- Assist with reception and front-desk duties on an as-needed basis when the position is vacant,



or coverage is required, including welcoming customers, responding to general inquiries, routing customers to appropriate services or staff, and completing routine administrative support tasks (e.g., car logs, supply orders, and other related office documentation).

- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of Workforce Innovation and Opportunity Act (WIOA) law.
- Knowledge of GMRC policies and procedures.
- Skill in oral and written communication.
- Skill in working with the general public and providing customer service.
- Ability to be flexible and project-oriented.
- Ability to work well in a team environment.
- Ability to provide guidance, assistance, and/or interpretation to others regarding applying procedures and standards to specific situations.
- Ability to participate in ongoing training related to the field.

MINIMUM QUALIFICATIONS REQUIRED

A high school diploma or GED is required. In addition, one (1) year of experience in administrative support, human services, workforce development, or a related field is required, or an equivalent combination of education and experience.

SUPERVISORY CONTROLS: The Intake Supervisor, reporting to and working with the WorkSource Director assigns work to the position regarding department priorities, goals, and objectives. Work will be reviewed through a yearly performance evaluation, regular meetings, and observation of department activities.

GUIDELINES: Work must be conducted following the laws and guidelines of WIOA at the federal, state, and local area levels.

COMPLEXITY: The work consists of varied front-facing and administrative tasks. The priorities set by the various organizational levels change frequently, contributing to the complexity of the work.

PERFORMANCE APTITUDES AND ADA COMPLIANCE

Language: Ability to read, analyze, interpret, and communicate the intricacies of complex documents such as reports, data files, and other like information. Ability to write and clearly convey information through routine reports and correspondence. Ability to speak effectively before individuals, community groups, council, auditors, government officials, and employees of the GMRC. Ability to respond to common inquiries or complaints from public officials, citizens, regulatory agencies, or members of the business community.



Mathematical: Ability to add, subtract, multiply and divide all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, percentages, and to draw and interpret bar graphs.

Communication: Must be able to communicate orally and in written form in a professional manner in order to give or exchange information, resolve problems, and to provide service to individuals of the region, elected officials, council members, auditors, and coworkers.

Reasoning: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to define problems, collect data, establish facts, and draw valid conclusions.

Physical Ability: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (10-15 pounds). Tasks may involve extended periods of time at a keyboard or workstation and specific vision abilities required by this job include close vision and the ability to adjust focus. Additionally, the employee will occasionally be required to walk.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions. At time tasks may be performed outdoors where there could be exposure to extreme weather conditions including rain/snow, excessive heat.

Travel: This position will require travel to conduct field work throughout the Georgia Mountains Regional Commission service area or for meetings with member governments, and other meetings as may be required. Overnight meetings and/or conferences may be required from time to time. The Intake and Eligibility Specialist must possess a valid driver's license and have access to reliable transportation. This position may be required to attend meetings in the evenings (after regular working hours) and/or in the mornings (prior to working hours).

The Georgia Mountains Regional Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Georgia Mountains Regional Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.



I, the employee, understand that this document is not to be construed as a contract, either implied or explicit. All information contained herein is merely an attempt by the Georgia Mountains Regional Commission to explain the essential duties that I am expected to perform. I understand that, at my supervisor's discretion, additional duties and responsibilities may be placed upon me at any time.

Employee's Signature and Date: _____

Supervisor's Signature and Date: _____

Executive Director's Signature and Date: _____

