



Position: Case Manager Assistant – WIOA
(Kalamazoo County)

POSITION OVERVIEW

The position serves as an assistant to the WIOA Case Manager and WIOA Program Manager for the Michigan Works! Association. The Assistant provides customer service and clerical support by answering phones, taking messages, and referring callers and visitors as appropriate.

The Case Manager Assistant works under the general supervision of the WIOA Case Manager and the WIOA Program Manager, who discuss the overall objectives of the work assigned. Work is performed by rules, regulations, policies, and procedures of the Michigan Works! Association. The Case Manager Assistant is informed of any policy or procedural changes.

RESPONSIBILITIES:

- Receives and responds to multiple inquiries.
- Answers participants' questions about WIOA skill training programs and services.
- Receives, responds, and refers walk-in inquiries to an appropriate staff member(s).
- Performs clerical duties, opening and collecting mail, photocopying, faxing, and filing.
- Maintains a set of WIOA-required forms/schedules/manuals/catalogs/handbooks, etc., and provides them to participants as needed.
- Directs public and internal participants to appropriate support offices/services as requested via telephone, e-mail, and in-person contacts.
- Provide support to maintain retention and outcomes for WIOA participants
- Maintains a record of all incoming correspondence, including electronic format, and distributes it to appropriate staff.
- Maintains the WIOA equipment and supplies inventory and informs the management about needed supplies for normal operation of WIOA daily activities.
- Performs monthly audit checks of files to ensure that records are consistent with the agency recordkeeping policy
- Schedules, arranges, and tracks professional development opportunities for staff

Other Duties

- Maintains database as directed, supportive services including but not limited to gas cards distributions, distributions of uniforms, books, and other resources; return mail sent to customers;
- Assists in all programmatic activities, such as group orientation and special projects;
- Perform other duties as assigned

QUALIFICATIONS:

- Two to four years of experience in workforce development or equivalent training and experience preferred.
- Knowledge of information technology, Microsoft Office Suite, and telecommunication hardware.
- Interpersonal skills necessary to effectively communicate in oral and written form with prior experience in public speaking.
- Communication and organizational skills contribute to a quality work environment and the ability to work as a team.
- Planning and time management skills with the ability to adapt to changing priorities.
- Considerable ability to establish and maintain effective working relationships with supervisors, fellow employees, state and local agencies, and the general public.
- Ability to organize, prioritize and maintain confidentiality while providing patient, friendly, and participant-centered services.
- Knowledge of relevant human service programs, policies, resources, and procedures.
- Physical ability to sit in one position for extended periods.

SALARY: \$38,000.00 to \$40,000.00

How to Apply: Please submit a resumé and brief cover letter to work@miaflcio.org.

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Justice, Equity, Diversity, and Inclusion - EEOC

Our organization is an equal opportunity employer, and we actively seek to build diversity among our officers, staff, and members. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law. Women, people of color, LGBTQ, veterans, and disabled candidates are encouraged to apply.

Organization

The Michigan AFL-CIO is a non-profit federation of more than forty labor unions representing over 1 million working people across Michigan. Our mission is to improve the lives of working families—to bring economic justice to the workplace and social justice to our state and the nation. Employees of the Michigan AFL-CIO may work in collaboration with one or all of our affiliated nonprofit organizations in the Federation, including:

Michigan AFL-CIO Workforce Development Institute: our affiliated 501(c)(3) nonprofit organization was established to combat economic and environmental injustice by connecting the unemployed or underemployed with the training and resources necessary to find gainful employment and transition Michigan to a cleaner, greener economy.

Michigan AFL-CIO Labor Foundation: our affiliated 501(c)(3) charitable nonprofit organization established to combat economic and social injustice by connecting the working people with resources within Michigan's charitable, educational, and legal systems.

Michigan AFL-CIO Advocates: our affiliated 501(c)(4) non-profit organization was established to unite labor leaders, policymakers, and the general public to educate and advocate for policies, programs, and projects to bring economic justice to the workplace and social justice to communities across Michigan.