IMMIGRANT AND REFUGEE COMMUNITY ORGANIZATION (IRCO)

JOB OPENING ANNOUNCEMENT

POSITION: WorkSource Operations Coordinator
WAGE: $43,000 - $47,000/year (Depending on Experience)
LOCATION: WorkSource Center, 30 N Webster St Suite E, Portland, OR. 97217
APPLY AT: www.irco.org
STATUS: Full Time with Benefits
PROGRAM(S): WorkSource Metro N/NE
OPENING DATE: February 3, 2019
CLOSING DATE: Open until filled

INTRODUCTION:
For more than 40 years the Immigrant and Refugee Community Organization (IRCO) has been the first stop for many who are seeking employment and self-sufficiency. As one of Oregon’s largest workforce development service providers, IRCO operates culturally specific and responsive programs that are nationally recognized for successfully connecting diverse low income, high-need job seekers to resources and opportunities. We prioritize a friendly and responsive customer service approach that is culturally responsive, customer focused, and aligned with the needs of targeted populations in N/NE Portland. Our staff are the pivotal point of a customer-driven approach. With one of the most culturally diverse staff of any large organization in Oregon, we have the capacity to understand intercultural communication, and the backgrounds of the communities we serve. Last year alone, 5,478 customers received skills development, training, employment services, and/or internships through IRCO. Our experience, expertise, and ability to connect job seekers to relevant and aligned resources makes IRCO proud to manage the North/Northeast (N/NE) WorkSource Portland Metro Center (WSPM).

GENERAL POSITION SUMMARY:
The Operations Coordinator is responsible for the day-to-day oversight and effective functioning of IRCO’s N/NE WorkSource Center, under direction from and in close coordination with IRCO’s Workforce Development Manager. Central to this position is the coordination of services within the Center with the Oregon Employment Department, other co-located service delivery partners, referral agencies and other community partners. The N/NE WorkSource Center is one of several one-stop employment centers in the WorkSource Oregon network.

ESSENTIAL FUNCTIONS:
• Oversee onsite service provision. Ensure eligible clients receive all needed services and are served in a friendly, welcoming environment and in compliance with WorkSource Center requirements
• Provide supportive supervision to a team of 5-8 IRCO staff. Provide training and coaching, monitor performance, offer critical feedback including through formal performance evaluations, assist with hiring staff and terminating staff as necessary
• Ensure program meets all contract obligations
• Work closely with on-site partners including Oregon Employment Department (OED) to ensure seamless customer service and shared vision. Participate in regularly scheduled N/NE WorkSource Center Partner meetings

• Ensure service provision is in alignment with WorkSource Oregon standards and that services are aligned with broader system. Coordinate services and resources with Aligned Partner Network (APN) providers

• Establish good working relationships with Worksystems’ program and contract managers to ensure smooth operations of the WorkSource Center. Respond in a timely manner to Workforce Development manager and/or Contract Manager for information requests

• Work collaboratively with Workforce Development Manager to implement new programs and funding streams

• Attend and actively participate in required WorkSource, APN, and other system meetings

• Set up regular communication protocols for troubleshooting or check-ins about service delivery with APN, EOP, OED, and other direct service system partners

• Oversee provision of Individual Training Account (ITA) scholarships. Track ITA budgets and ensure that funds are obligated and spent fully, effectively, and within funder guidelines

• Ensure staff duties and responsibilities are clear and in compliance with contractual requirements. Provide staff training to improve service delivery as needed

• Facilitate staff meetings and other team building activities

• Deploy staff for community events, job fairs, and targeted recruitment events

• Maintain all program records, both electronic and paper files, and ensure they are complete and accurate

• Evaluate program efficacy and make adjustments as necessary within funder and program guidelines

• Closely monitor program spending and keep within allowable budget

• Work closely with Workforce Development Manager to ensure all required contracts, amendments, reports, and other funder deliverables are completed and submitted accurately and in a timely fashion

• Attend IRCO All Management Team and All Staff meetings

• As required, participate in committees and groups as required to fulfill program goals and deliverables

• Work closely with other IRCO programs to ensure departments are aligned and programs are integrated, utilizing resources and cross-referring for customer service provisions and consistency in staff development and understanding

**SECONDARY FUNCTIONS:**

• Provide direct service to clients as necessary

• Serve as back-up to staff for a range of activities including workshop facilitation and one-on-one appointments
JOB SPECIFIC QUALIFICATIONS:
- Experience in record keeping and case management systems
- Experience with employment services, career development, and/or vocational training programs
- Experience with direct services provision to vulnerable and/or diverse populations
- Experience working in highly diverse environments
- Experience managing and monitoring budgets and billings
- Knowledge of the local job market, career development programs, and concerns of private employers
- Must be able to pass an extensive criminal history background check
- Supervision experience in a customer service environment preferred

KNOWLEDGE:
**Education:** Bachelor’s Degree (4)
**Experience:** 3-4 years of experience is required (4)
**Licensure, Certification:** None
**Additional Language Required:** None
**Computers:** All positions at IRCO require use of a computer and experience working with Microsoft Products including but not limited to Microsoft 365, Excel, Word, Outlook and PowerPoint. This position will require usage of Worksystems’ and OED online databases.

SKILLS:
**Communication:**
Regular communication inside and outside the organization to exchange ideas and gather information (5)

**Creativity:**
Minimal need for the redesign of single focus process or procedure is needed (2)

EFFORT:
**Mental:**
There is regular variation in tasks and the job holder must decide which tasks to complete as well as the order in which tasks are completed (3)

**Physical:**
Positions at this level require minimal physical effort such as light lifting, carrying or movement, etc. Physical capability involves use of office or equipment where some agility and hand eye coordination is needed (2)

RESPONSIBILITY:
**Impact and Influence:**
Positions at this level have some need or ability to analyze problem or concepts or make decisions on the information. Positions at this level have some impact to and influence on organization operations, programs, expense or budgetary outcomes. (3)
**Work Independence:**
Positions at this level are expected to handle regularly assigned work which includes making decisions and taking action under limited supervision. New or unusual work is performed with a moderate degree of supervision, assistance, and review. (3)

**Planning:**
Positions at this level must consider own work and work of others. Planning processes will include determination of issues or obstacles and preferred courses of action. Ability to forecast for the near future (six to twelve months) is required (3)

**Supervision:**
Responsible for a full range of supervisory responsibilities, including providing daily work direction, authority to hire, discipline and terminate employees, make pay adjustments, communicate performance appraisals, approve absences. (5)

**WORKING CONDITIONS:**

**Environment:**
This level has a work environment that is usually well protected, free from hazards or obstacles. There is little element of personal risk or hazard. Job conditions are usually comfortable, with only occasional issues, temperature change (2)

**Schedule:**
The work schedule is mostly stable and does not fluctuate without prior notice. (2)

**HOW TO APPLY:**
Applications are accessible on the IRCO website, [www.irco.org](http://www.irco.org) or IRCO’s main office, 10301 NE Glisan, Portland, OR 97220, 503-234-1541. Attach resume and cover letter to IRCO application form. This position requires the completion of an IRCO application. Materials submitted without a completed application are considered incomplete and will not be considered.

**ABOUT IRCO:**
The Immigrant and Refugee Community Organization (IRCO) is a non-profit organization established in 1976 to serve immigrants, refugees, and the broader community in Portland, Oregon. Our mission is to promote the integration of refugees, immigrants, and the community at large into a self-sufficient, healthy, and inclusive multiethnic society. Find out more at [www.irco.org](http://www.irco.org).

IRCO IS AN EQUAL OPPORTUNITY EMPLOYER