JOB DESCRIPTION

**JOB TITLE:** WorkSource Management Information System (MIS) Lead

**REPORTS TO:** Director of Performance

**COMPENSATION:** $94,848.00 - $104,568.00 depending upon experience

**OBJECTIVE**

The WorkSource Management Information System (MIS) Lead will contribute to the mission of system transformation and centering racial equity in workforce development. Reporting to the Director of Performance, the WorkSource MIS Lead works with internal and external partners to ensure the accuracy, reliability, and effective use of the MIS to ensure availability of critical data reflecting performance and population-based outcomes in the WorkSource system. The ideal candidate will possess outstanding customer service skills, be adaptable, demonstrate initiative, be detail-oriented, highly collaborative, and an adaptive learner. This position is responsible for training MIS users, providing ongoing user support, analyzing MIS data, participating in monitoring activities, participating in MIS working groups at the local and state levels, and management of system use at the local level. The WorkSource MIS Lead will work closely with service provider staff to resolve issues with the system itself and with procedures for compliant recording of data. Effective communication skills and the ability to independently manage workload are critical to this work.

**BACKGROUND**

The Workforce Development Council of Seattle-King County (WDC) aspires to lead transformative change that will evolve our region’s workforce development efforts into an innovative industry, community, and outcome-driven system with racial equity at its core. As a nonprofit, grant-making organization, the WDC collaborates with a diverse set of partners to elevate job quality, economic growth, and prosperity for adults and youth throughout the Seattle-King County region.

The WDC serves as the Local Workforce Development Board, designated by the City of Seattle Mayor and King County Executive, to set policy and administer federal workforce development funds under the Workforce Innovation and Opportunity Act (WIOA). In 2018, the WDC Board of Directors and its stakeholders set a new direction for the organization to:

- Advocate for system change of industry practices and address barriers to equity.
- Broker a shared regional approach of strategies that are responsive to both community and industry needs.
- Access and amplify resources by braiding funding sources.
- Incubate and innovate strategies for racial equity impact and system change.
- Analyze and use data to measure impact/drive system change.

**DUTIES AND RESPONSIBILITIES**
**MIS Customer Support:** Serves as the primary local contact for the statewide WorkSource data system. Works with users to troubleshoot issues to resolution and/or communicate problems to state agency system administrators. Collaborates with internal and external partners to integrate federal, state, and local regulations and policies into data tracking systems; create procedures based on developed policies. Develops comprehensive user instructions and data system documentation in alignment with local, state, and federal requirements. Provides data and technical assistance on organizational performance using data extracted from available data systems; recommends courses of action based on findings. Analyze system data to determine how project outcomes, deliverables and performance measures will be met; develop and run reports to identify strengths and areas of concern. Participates in external workgroups; may include statewide user groups, state level system development and/or change working groups, and local service provider user groups.

**Training:** Manages the local MIS training program: develops, schedules, conducts and tracks training sessions for service providers. Trains data system users on the required use of appropriate data collection methods, data elements, data system requirements and processes, and reporting mechanisms. Utilizes both in-person and technology platforms to ensure that training is available for users across a variety of platforms to accommodate different learning styles. Participates in and communicates updates from the statewide MIS training working group.

**Compliance and Monitoring:** Monitor and evaluate compliance with applicable guidelines and policies to ensure that case management data entered into the MIS complies with local, state, and federal requirements and meets established standards. Run regular data integrity reports and work with service providers to facilitate required corrections. Will participate in the development and maintenance of training, materials, policies, and communications to effectively ensure service provider staff are aware of and comply with requirements and standards. Manages the local area Access Approver program.

**Other duties as assigned.**

**JOB REQUIREMENTS**

**MIS TRAINING:**

- Ability to learn new data systems and requirements quickly.
- Expert training development and delivery processes, especially in a multi-organizational environment.
- High-level organizational skills to manage all the moving parts of a dynamic training environment.
- Outstanding verbal and written communication skills.
- Provide oversight and training to community providers to address policy and procedural issues.
- Works collaboratively with WDC monitoring function to identify and develop training and/or technical assistance to resolve MIS data integrity issues discovered in the monitoring process.
- Interfaces with a variety of internal and external parties to ensure that the MIS training program meets the needs of all users.
- Researches and employs applicable development and delivery techniques to enhance training effectiveness.
- Ability to identify strategies and approaches that facilitate effective communication in diverse cultural and linguistic environments.
- Ability to present to and engage diverse audiences, specifically racially, ethnically, and socioeconomically diverse communities.

**MIS USER SUPPORT:**

- Outstanding customer service skills used to assist users with a wide range of MIS issues. Seen as the local area expert on system use and problem resolution.
- Approaches everything with a customer-centered attitude; collaborates with users to resolve issues and
enjoys solving problems for people.

- Ability to assess technical issues and develop strategies for fixing them, including direct user assistance, technical assistance, and/or referral to other support sources.
- Ability to track, synthesize, document, and communicate directed policy and procedural changes to a wide range of audiences (staff, service providers, management, etc.).
- Tracking and analysis of MIS issues for trends. Recommend options for corrections to state-level MIS support staff.
- Awareness of system changes/upgrades/developments and communicates those to users on a regular basis.
- Ability to build trust, influence, and develop relationships with diverse stakeholders, and leverage relationships to accelerate delivery of contracted outcomes.

**COMPLIANCE:**

- Knowledgeable of Workforce program policies and regulations, including WIOA and associated Washington State Employment Security Department and U.S. Department of Labor requirements.
- Working knowledge of WorkSource system organizational structure, data collection requirements, operating procedures, and services.
- Aware of changes in compliance requirements with state and federal governments and industry.
- Assists with analyzing the accuracy of provider input on WIOA Title 1 and other federally funded programming, including monthly data integrity reviews of recorded services and case notes to ensure compliance with federal, state, and local guidelines.
- Demonstrates a collaborative spirit with the goal of achieving compliance while developing trust and good working relationships with users.
- Organizes documentation and filing in accordance with policies and procedures.

**PROACTIVE SYSTEM IMPROVEMENT:**

- Ability to research, analyze, interpret, and present data related to systemic barriers to economic development and workforce development in the WorkSource system, especially regarding racial equity.
- Able to synthesize complex systems and/or findings into usable, relevant information and solid recommendations for improvements.
- Possesses a process improvement mindset; always looking for ways to improve.
- Assist in planning strategies to improve and/or become more effective in servicing WIOA Title 1 and other federally funded providers.
- Proven track record of developing effective partnerships and trust across diverse groups.
- Experience incorporating the perspectives of multiple communities, particularly BIPOC communities, in the consideration of impacts and outcomes of a decision-making process.
- Ability to facilitate team and community meetings.
- Ability to prioritize work and synthesize information in a rapidly changing environment.
- Collaborates with program and fiscal staff to address complex challenges and issues.
- Intermediate skill level with Microsoft Office Programs, advanced skill level preferred
- Statistics and associated data sources and tools.

**RACIAL EQUITY COMMITMENT:** An understanding of the concepts of institutional and structural racism and their impact on workforce development systems, especially regarding barriers to achieving racial equity. Commitment to learning from and developing new strategies, partnerships, and approaches with diverse communities.

**EDUCATION OR EXPERIENCE:**

- Bachelor’s degree, or equivalent experience, specializing in training development and delivery, data/management analysis, or other field related to this work.
- Training development and presentation processes, especially in a collaborative environment.
- Program analysis, process improvement, and evaluation tools.
• Workforce program policies and regulations, including WIOA and associated Washington State Employment Security Department and U.S. Department of Labor requirements.
• Research techniques for analyzing systemic and training data.
• Ability to research, analyze, interpret, and present data.
• Exemplary customer service skills.
• Excellent public speaking and presentation skills, especially in the delivery of training.

**WORKING CONDITIONS**

This position is a mostly remote work arrangement, with occasional onsite work located in and around our Seattle office. Some travel is required to attend meetings/events/conferences locally, statewide, and nationally. Regular workday and work week are established with some planned early morning or evening hours, and overnight/out of area travel.

**PHYSICAL REQUIREMENTS**

Employee is expected to make decisions, read, write, speak publicly, and interpret information and data. May be seated for periods of time, and occasionally may have to lift boxes or other materials that weigh up to 20 lbs.

To apply, please email your résumé and letter of interest referencing WorkSource MIS Lead job title in the subject line to hr@seakingwdc.org. Applications will be accepted on a continuous basis until the position is filled.