JOB DESCRIPTION

**JOB TITLE:** Monitoring and Compliance Manager

**REPORTS TO:** Director of Finance and Contracts

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

---

**OBJECTIVE**

The Monitoring and Compliance Manager will contribute to the mission of system transformation and centering racial equity in workforce development. Reporting to the Director of Finance and Contracts, the Monitoring and Compliance Manager ensures proper program stewardship and monitoring for compliance requirements guided by the Workforce Innovation and Opportunity Act (WIOA) Title 1 and other federally funded grants. The ideal candidate has a demonstrated ability to monitor and manage grant-related activity, is highly collaborative, detail oriented, with an ability to independently manage a robust, fast paced workload. This position is responsible for subrecipient monitoring, system evaluation, resource coordination, facilitation, and building trusting relationships in communities through exemplary customer service skills. Knowledge of the Efforts to Outcomes (ETO) federal reporting database is preferred.

---

**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**

**Monitoring:** Responsibilities include supporting community providers, Director of Finance and Contracts, and monitoring team through the full monitoring process by maintaining an annual contractor monitoring schedule,
completing monitoring reports, and conducting follow-up on any corrective action items issued to provider partners. Conduct monitoring in collaboration with the finance team, data team, project managers and other relevant team members to ensure quality and completeness of data. Execute new contractor partner onboarding and training on federal compliance requirements. Conduct monthly reviews of provider data and invoicing to ensure on-going compliance with federal regulations. Act as the main point of contact with Economic Security Department (ESD) for annual monitoring. Create and improve templates, tools, and forms. The Monitoring and Compliance Manager will serve as the organization’s SME on all monitoring and compliance activities.

Compliance: Responsibilities include developing, maintaining, and modifying monitoring and compliance templates and processes to ensure compliance with rules and regulations. Provide prompt training and technical assistance to staff and contractors regarding any changes to rules or regulations. Maintain defined quality processes by overseeing internal controls and policies that assure conformance with federal, state and local requirements. Actively participate in policy updates, implementation, and reviews, as needed. The Monitoring and Compliance Manager will advise leadership on operations relating to risks and any policy development as well as create, modify, update, and implement WDC policies as necessary.

Other duties as assigned.

**JOB REQUIREMENTS**

**MONITORING AND COMPLIANCE:**

- Review, monitor, and evaluate WIOA Title 1 and other federally funded grants. Contracted providers throughout the contract lifecycle to ensure compliance with federal legislation, state and local polices.
- Monitor and evaluates effectiveness and efficiency of services provided by contractors; review monthly and quarterly reports; prepare written program evaluations to determine compliance with performance standards and federal, state, and local regulations; recommend program modifications or funding changes as appropriate.
- Provide oversight and training to community providers to address policy and procedural issues.
- Assist in planning strategies to improve and/or become more effective in servicing WIOA Title 1 and other federally funded providers.
- Conduct monthly reviews of case notes, direct participant, and support service allocations to ensure compliance with federal guidelines.
- Conduct monthly review of partner-submitted invoices and reconcile with data and support documentation entered into ETO.
- 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 prioritize work and synthesize information in a rapidly changing environment.
- Collaborate with internal departments and organizational leadership to develop procedures and staff training plans as needed to implement new compliance regulations.
- Exhibit strong and thoughtful individual contribution and influence across non-direct reporting teams.
- Identify problem spots when it comes to fulfilling compliance standards and help develop recommendations to improve procedures.
- Skills and ability to lead multiple high-profile projects of varying timelines simultaneously across a distributed set of stakeholders without direct ownership of resources.

**POLICY MANAGEMENT:**

- Ability to track, synthesize, document, and communicate directed policy and procedural changes to a wide range of audiences (staff, service providers, Board and Committee members, etc.).
• Work with stakeholder teams to develop/revise policies and procedures that can be effectively deployed for use.
• Train stakeholders on policy and procedural changes.
• Responsible for compliance and accuracy of provider input on WIOA Title 1 and other federally funded programming.
• Collaborates with program staff to address complex contracts administration and proposal challenges.

COMMUNICATION:

• Exceptional written, presentation, and verbal communication skills.
• Clear communication and ability to present information so others can understand policy, procedures, and compliance standards.
• Ability to facilitate team and community meetings.
• Ability to build trust, influence, and develop relationships with diverse stakeholders, and leverage relationships to accelerate delivery of contracted outcomes.
• Ability to present to and engage diverse audiences, specifically racially, ethnically, and socioeconomically diverse communities.
• Ability to identify strategies and approaches that facilitate effective communication in diverse cultural and linguistic environments.
• Organizes documentation and filing in accordance with policies and procedures.

PROACTIVE SYSTEMS THINKER:

• Manage a high degree of complexity and distill information.
• Strategic thinker.
• Display a proactive, attentive attitude toward daily tasks and future compliance planning.
• Effectively develop and implement key processes.
• Deliver and distribute information across multiple channels and mediums.
• Perform regular contract reviews to ensure projects are adhering to all necessary regulations.
• Stay abreast of changes in compliance requirements with state and federal governments and industry.
• Learn new material quickly and provide input on how best to update equipment and procedures, train staff and partners.
• Ability to maintain good judgment in fast-paced, high-stress environments.
• Work successfully in a team environment.
• Apply a strong attention to detail and a focus on execution.
• Intermediate skill level with Microsoft Office Programs, advanced skill level preferred
• Experience with Adobe Sign

RACIAL EQUITY COMMITMENT: An understanding of the concepts of institutional and structural racism and their impact in 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, in public administration, finance, economics, or other field related to this work.
• Strong knowledge and experience of Federal Acquisition Regulations, Uniform Guidance, and WIOA.
• Exemplary customer service skills.
• Excellent public speaking and presentation skills.
• Excellent organizational skills and detail oriented.
• Strong written and verbal communication.
• Experience in writing formal documents and reports in relation to subrecipient and contract monitoring.
• Professional level experience in follow up after performing a monitoring review.
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, and 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 Monitoring and Compliance Manager job title in the subject line to hr@seakingwdc.org. Applications will be accepted on a continuous basis until the position is filled.