



We're hiring! Join the WCI team and help make a difference in your community.

Now recruiting for the following positions:

## **Resource Coordinator- La Crosse County**

Full Time (40 hours), La Crosse, WI

## **Career Planner- Vernon County**

Full Time (40 hours), Viroqua, WI

## **Career Planner- La Crosse County**

Full Time (40 hours), La Crosse, WI

## **Finance Coordinator- La Crosse County**

Full Time (40 hours), La Crosse, WI

*Workforce Connections is committed to creating a diverse and inclusive space, both internally for staff and externally for each person we serve. No matter your race, age, religion, gender, orientation, identity, or experience; our goal is to create a welcoming environment for all to ensure universal service accessibility. We strive to present our authentic selves while fostering healthy relationships within our community.*

To apply please complete the application at:

<https://www.surveymonkey.com/r/wciemloymentapplication>

Positions open until filled. Please see following pages for position descriptions.

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**Title:** Resource Coordinator  
**Supervisor:** Director of Operations  
**Wage Range:** \$16.00-\$18.00/ hour

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### **Position Summary**

Under the direct supervision of the Director of Operations, the Resource Coordinator serves as a support person to case managers in WCI programs and all WCI staff. The Resource Coordinator is responsible for being the first point of contact for customers to WCI services. They will process referrals, screen and assess individuals for program and service eligibility, schedule and reschedule appointments, provide referrals to community resources and serve as the overall agency administrative support. Resource Coordinators may focus on specific projects to help facilitate education, outreach, and customer assistance to received necessary program services.

### **Minimum Qualifications**

Prefer an associate's degree or two to five years' experience in customer service, employer relations, human services, or related field. Ability to work with a variety of customers including applicants, staff, partners, and the public. Strong, written, verbal and interpersonal skills required including conflict resolution, critical thinking, and problem solving. Work independently and as a strong team leader. Ability to use relevant computer systems include office equipment and navigation of required reporting systems. Strong presentation skills.

### **Primary Duties and Responsibilities**

#### **I. Participant Services**

- Assess individuals' needs and provide appropriate community resource referrals
- Screen individuals for program eligibility and appropriate services
- Recommend policies, purchases, activities and other methods of improving job seeker and employer services as needed.
- Knowledgeable of WCI programs, partner programs, and job seeker resources
- Update and maintain Resource Guides
- Assist in the delivery of workshops
- Support program intake processes
- Process program referrals timely
- Enter data into required data collection systems
- Provide job search, resume writing, placement assistance and career assessments where appropriate.
- Provide information as needed on labor market to employers and job seekers.
- Follow State guidelines in the interpretation and explanation of federal, state, and local policies governing legal rights and responsibilities of applicants and participants.
- Provide quality and professional support to customers

#### **II. Technical Duties**

- Provide administrative support to Staff and Corporate office
- Answer phones and direct calls to WCI staff or partners
- Provide support and maintenance of room calendars and workshop calendars
- Develop and maintain relationships with key stakeholders including employers, customers, advocates, school districts, and partner agencies,
- Schedule and reschedule customer appointments as necessary to support the organization
- Process reports as needed
- Maintain necessary certification
- Attend all required training to achieve and maintain status and expertise to complete required job duties

#### **III. Other Duties as Assigned**

- Follow all policy and performance procedures established by Workforce Connections, Inc.
- Act as a member of the Workforce Connections team exhibiting professionalism, teamwork, and company values.

- Complete other duties as assigned

**Physical/Sensory/Cognitive Requirements**

The majority of the work time will be spent in an office setting and in the community in a variety of settings assisting in achieving the goals and objectives of Workforce Connections, Inc. Mobility within the rural and urban community is required. Must have access to a reliable transportation. Will be required to spend extended periods of time at a desk or in meetings. Ability to present information and respond to questions from staff, board members, and the general public when speaking on the phone or in face-to-face interactions.

Uses hearing and vision with the ability to collaborate and orchestrate in a variety of environments. Regular use of fine motor skills for writing or typing. Lifting of objects up to 30 pounds may be required. Bending and walking required regularly.

Regularly will concentrate on multiple tasks simultaneously along with the capacity to respond calmly and quickly to deadlines required. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

**Environmental Conditions**

Majority of work is performed in an office setting, community, and varied conditions. Outdoor travel required.

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Resource Coordinator Signature

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Date

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Supervisor Signature

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Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

**Title:** Career Planner  
**Supervisor:** Director of Operations  
**Wage Range:** \$17-\$19 / hour

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### **Position Summary**

Under the supervision of the Director of Operations, the Career Planner serves as a case manager for all participants in employment related programs operated under Workforce Connections. The Career Planner is responsible for determining eligibility for employment program services and providing subsequent case management and services in accordance with program guidelines.

### **Minimum Qualifications**

Bachelor's degree preferred in a related field but will consider an associate's degree with two to three years' experience in a related field. Prefer experience in working with disadvantaged populations including eligibility determination and subsequent case management. Strong written, verbal and interpersonal skills required including conflict resolution and problem solving. Ability to explain budgeting, financial concepts and procedures. Work independently and as a strong team member. Ability to use appropriate computers reporting systems as identified by funders. A proficiency in the Windows operating system and Microsoft Office Suite required.

### **Primary Duties and Responsibilities**

#### **I. Participant Services**

- Process program referrals and enroll participants into the related program timely.
- Perform intake and eligibility for program services while ensuring proper documentation and necessary reporting is in place.
- Provide program services in accordance with policy, law, and program plans.
- Assess the individual's work history, skills and aptitudes including educational levels or certifications achieved.
- Assist in the creation of employability plan and monitor progress towards achieving goals. Make revisions to plan or takes corrective action as necessary.
- Enter data into required reporting systems as necessary by the organization and funding sources.
- Provide case management services including assistance with employment search, job retention & advancement, job preparedness, life skills development, money management, interpersonal safety, and other issues as appropriate.
- Provide job search, resume writing, placement assistance and career assessments where appropriate.
- Refer individuals to other appropriate community support services.
- Follow all State guidelines in the interpretation and explanation of federal, state, and local policies governing legal rights and responsibilities of applicants and participants.
- Attend all required trainings to maintain position required certifications and training requirements.
- Act as an advocate in resolving barriers to employment.
- Maintain contact standards in accordance with Workforce Connections, Inc. and funder guidelines.
- Provide excellent customer service to all individuals.

#### **II. Oversight and Monitoring**

- Assess individual or family needs and provide referral(s) to access other services as needed.
- Assist individuals through case management services including life skills development, money management, interpersonal safety, and other issues as appropriate.
- Monitor and report on the school attendance requirements for school-aged children and Personal Responsibility Plans and takes corrective action if necessary.
- Implement the employability plan and monitor participants' progress toward achievement of goals and objectives and take corrective action if necessary.
- Work with others in the community, partners and Job Developers to identify unsubsidized, subsidized, community service, and job placements to meet participant and program needs.
- Meet and/or exceed performance expectations for all program operations.
- Maintain case files with proper verifications, service documentation.

**III. Other Duties as Assigned**

- Participate in program training sessions and workshops.
- Perform other duties as assigned.
- Follow all policy and performance procedures established by Workforce Connections.
- Act as a member of the Workforce Connections team exhibiting professionalism, teamwork, and company values.

**Physical/Sensory/Cognitive Requirements**

The majority of the work time will be spent in an office setting and in the community in a variety of settings assisting in achieving the goals and objectives of Workforce Connections, Inc. Mobility within the rural and urban community is required on a daily basis. Must be able to drive and have access to a reliable vehicle. Will be required to sit at a desk or in meetings for an extended period of time. Ability to present information and respond to questions from staff, board members, and the general public when speaking on the phone or in face-to-face interactions.

Uses hearing and vision with the ability to collaborate and orchestrate in a variety of environments. Regular use of fine motor skills for writing or typing. Lifting of objects up to 30 pounds may be required. Bending and walking required regularly.

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**Environmental Conditions**

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Career Planner Signature

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Date

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Supervisor Signature

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Date

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Executive Director

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Date



**Finance Coordinator**

**Supervisor:** Director of Administration

**Wage Range:** \$16- \$18/ hour

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**Position Summary**

Under the direct supervision of the Director of Administration, the Finance Coordinator is responsible for purchasing, general accounting tasks, and fiscal and human resources support duties.

**Minimum Qualifications**

Prefer a Bachelors or Associates degree in accounting or business related field or one to four years related experience in the accounting field or human resources. Ability to work with a variety of customers including vendors, staff and the public. Ability to coordinate a multitude of projects. Work independently and as a strong team member. Strong written, verbal, and interpersonal skills including conflict resolution and problem solving. Ability to use appropriate computer systems including Windows operating system and Microsoft Office Suite required. Microsoft Office (Word and Excel) a must.

**I. CORE ACCOUNTING DUTIES**

- Code vouchers, timesheets and purchase orders.
- Match invoices with corresponding purchase orders.
- Enter vouchers, invoices and purchase orders into the accounting software.
- Perform monthly/daily journal entries (cash receipts, copier, vehicles, recurring).
- Void purchase orders, participant vouchers and checks.
- Set up new vendors and personnel within the accounting system.
- Maintain participant accounts within the accounting system.
- Prepare bi-weekly/weekly Accounts Payable and Payroll check runs.
- Perform monthly cost allocation of shared cost pools.
- Perform month end close along with month end financial and grant reports as deemed necessary.
- Be proficient with Word and capable of preparing business correspondence as necessary.
- File completed paperwork as needed.
- Benefit enrollment and support

**II. RECONCILIATION AND ANALYSIS**

- Create and monitor applicable spreadsheets in Excel as required.
- Perform monthly account reconciliations with the accounting system.
- Perform vendor and contract analysis regarding purchase orders.
- Prepare organizational and local vendor lists.
- Monitor the corporate credit card and reconcile expenses to monthly statements.

**III. ORGANIZATIONAL/DEPARTMENT COORDINATION**

- Development and improvement of internal fiscal tracking documents/processes helping to create efficiencies within the department and within the organization.

- Communication with Operational, Admin and Planning staff to develop process improvements and with overall staff inquiries.
- Cross-train in accounts payable, payroll and purchasing.
- Development and improvement of internal personnel policies and procedure to create efficiencies within the department and within the organization.

**IV. Facility Support**

- Assist with local facility issues, including contact with landlord to assist with issues as they arise.
- Provide support for disaster preparedness and emergency operating procedures.

**V. Other Duties as Assigned**

- Perform other duties as assigned.
- Follow all policy and performance procedures established by Workforce Connections.
- Act as a member of the Workforce Connections team exhibiting professionalism, teamwork, and company values.

**Physical/Sensory/Cognitive Requirements**

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**Environmental Conditions**

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Employee Signature

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Date

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Supervisor Signature

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Date

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Executive Director

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Date