



## WORKFORCE DEVELOPMENT SPECIALIST

**JC:** 000246  
**PG:** NRH 036  
**FLSA:** Non-Exempt

**BU:** 91 (NR)  
**Created:** January 1999  
**Revised:** June 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under close supervision, facilitates meetings and new-hire orientations for new employees; prepares materials for event attendees; designs and distributes flyers and educational materials to BART employees; develops workshops, classes, and activities for employees; enrolls participants and sends updates to presenters; serves as point of contact for any queries regarding the Educational Assistance Program; provides general administrative support to the Workforce Development Division of the Human Resources Department; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This is the paraprofessional level classification which serves as a bridge between the clerical support classifications and the professional classification series in the area of Workforce Development. While the primary work is administrative/clerical in nature, positions in this classification require substantial administrative expertise and apply extensive knowledge of District policies and procedures or paraprofessional knowledge of workforce development principles and practices. Additionally, this classification assists and supports the professional staff with assignments and projects on a regular basis and resolves problems which have a significant impact on the overall goals and activities of the department. This classification is distinguished from the Workforce Development Analyst in the latter is the full journey level class within the professional level classification series and performs a variety of administrative and technical analytical duties within the Workforce Development division.

### **REPORTS TO**

Supervisor of Workforce Development or his/her designee.

### **EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Coordinates and facilitates educational classes, workshops, and development activities; prepares handouts and materials for attendees; sets up the training rooms for PowerPoint presentations; creates and maintains classes in Pathlore system; enrolls participants and sends class updates to our presenters.
2. Advertises quarterly and monthly flyers for all District-Wide classes including sending out mailers to all BART employees.
3. Assists staff in a variety of professional and administrative duties.
4. Provides administrative support for Educational Assistance Program.

5. Serves as frontline contact for Workforce Development team.
6. Provides recommendations based on significant knowledge of the department's professional objectives and activities.
7. Confers with user departments for request or provision of services.
8. Processes appropriate paperwork/forms related to services.
9. Uses specialized knowledge to independently respond to inquiries received from vendors, customers and other department personnel.
10. Monitors office processes/activities; processes personnel and payroll transactions requiring qualitative or technical review; prepares written and statistical reports as requested.
11. Organizes and maintains various files; types correspondence, reports and forms from drafts, notes or briefs.
12. Proofreads and checks typed and other materials for accuracy, completeness and compliance with departmental policies and regulations.
13. Inputs information into an on-line computer system; operates standard office equipment.

## **QUALIFICATIONS**

### **Knowledge of:**

- Policies, procedures and practices of public sector human resources programs
- Principles and practices of customer service
- Principles and practices of employee educational services.
- Principles and practices of administrative/clerical support for the day-to-day operations of a function or department.
- Office management practices and procedures including the operation of standard office equipment.
- Correct English usage, including spelling, grammar, and punctuation.
- Basic business data processing principles and the use of on-line computer programs.

### **Skill in:**

- Preparing clear and concise written reports and correspondence. Researching and summarizing various materials.
- Reading and interpreting rules, policies and procedures.
- Composing routine correspondence from brief instructions.
- Using initiative and sound independent judgment within established guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Operating standard office equipment including a word processor and an on-line computer system.
- Making accurate mathematical calculations.
- Organizing and communicating.
- Maintaining accurate records and files

- Solving problems and making decisions.
- Processing requests.
- Running Queries for reports.
- Setting up audio visual equipment.

**MINIMUM QUALIFICATIONS**

**Education:**

Possession of a high school diploma, GED or recognized equivalent.

**Experience:**

Two (2) years of clerical/administrative or office assistance experience which will have provided the required knowledge and skills listed above.

**WORKING CONDITIONS**

**Environment Conditions:**

Office environment and exposure to computer screens.

**Physical Conditions:**

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.

**BART EEO-1 Job Group:** 6000 – Clerical

**Census Code:** 5940 – Miscellaneous Office/Administrative Support Worker

**Safety Sensitive:** No