

**JOB DESCRIPTION**

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| **Position Title:** Communications and Administrative Support Coordinator | **Classification:** Non-Exempt/Full-Time |
| **Program:** | **Location:** Lancaster, PA |
| **Reports to:** Assistant Director | **Number of People Supervised:** 0 |

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| **POSITION PURPOSE** |
| Responsible for the administrative activities of the Workforce Development Board. As the Communications and Administrative Support Coordinator, these duties are carried out in accordance with Board strategic plans, policies and applicable rules and regulations. This role serves as overall support to all staff and provides quality customer service to partner guests. As a member of the team, the Communications and Administrative Support Coordinator will encompass and carry out the mission/vision of the Lancaster County Workforce Development Board and perform responsibilities in alignment with organization core values:**Mission*** The Lancaster County Workforce Development Board seeks to align fiscal resources and provide strategic direction for Lancaster County jobseekers and employers.

**Vision*** The Lancaster County workforce development environment is characterized by innovative opportunities for job seekers, employers, and community partners to achieve their maximum potential.

**Core Values*** Accessible, inclusive path to training, development, and opportunity for workforce advancement.
* Intentional community partnerships.
* Connective resources to support collaboration and innovation.
* Systematic equity and integrity of service delivery.
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| **ESSENTIAL DUTIES AND RESPONSIBILITIES**  |
| * Adhere to Board policies.
* Coordinates all community outreach activities for the Board.
* Manages and update the WDB website and social media platforms.
* Arranges and/or coordinates opportunities for public appearances, presentations, exhibits, and information fairs to increase awareness of the WDB and its priorities.
* Arrange and coordinate logistics for meetings, presentations, events and information fairs, including facility reservation, registrations and handouts .
* Communicate with people outside the organization, representing the organization to customers, the public, private, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or email.
* Coordinate and direct office services, such as records and budget back-up, personnel, and maintenance, in order to maintain a professional office atmosphere.
* Develop and update calendar of necessary documents to state, informing appropriate staff of deadlines, working with team to make sure documents are prepared and submitted.
* Greet visitors and answer phones.  Determine where calls and individuals should be directed.
* Maintain document master files.
* Maintain working knowledge of the Workforce Innovation and Opportunity Act, LCWDB strategic plan and its priorities and the CareerLink, its partners and services.
* Make travel arrangements for executive director and other staff as requested.
* Manage efficiencies of the general office such as ordering supplies, maintaining equipment and electronic communications in working order and interacting as needed with vendors.
* Open, sort, and distribute incoming correspondence, including faxes and email.
* Perform other duties as assigned.  The percentage of time spent on essential duties will vary with the changing conditions of the job.
* Respond to requests for information.
* Maintain updated calendar of state deadlines and required documents.

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| **EDUCATION/CERTIFICATION & RELATED WORK EXPERIENCE** |
| * Associates Degree in related field is preferred.
* Proficient in use of Microsoft Office applications.
* Minimum of three years of experience using skill sets described above required.
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| **SKILLS & KNOWLEDGE** |
| * The ability to adhere to unexpected deadlines and short turn-around times.
* The ability to plan and carry out assignments that require organizational and strategy development.
* The ability to interpret policies and procedures to reach effective solutions to situations.
* The ability to work independently and efficiently.
* The ability to be available for occasional day/overnight travel.
* The ability to lift up to 50 pounds occasionally.
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| **Benefits Overview**  |
| * 401 (k)
* Health, dental, vision insurances
* Paid Time Off
* Ability to (as appropriate) work remotely
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***Statement of Commitment to Culture***

Lancaster County Workforce Development Board is committed to provide and maintain a culture of accountability in all areas of work performed by each employee.

***Definition of Accountability***

Accountability is the expectation to carry forward a responsibility to a successful conclusion. With accountability comes the authority to decide, direct and take necessary action to ensure success, and the obligation to report, explain and be answerable for the results and/or consequences.

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Employee Name (please print) Date

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Employee Signature

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Supervisor Signature Date

***Equal Employment Opportunity***

LCWDB provides equal employment opportunities to all qualified individuals without regard to race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status, or genetic information.

***Americans with Disabilities Act***

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.