



**Mashpee Wampanoag Tribe**  
**483 Great Neck Rd. P.O. Box 1048 Mashpee, MA**  
**02649**  
**Phone (508) 477-0208 Fax (508) 477-1218**

**Job Title:** Workforce Investment Act (WIA) Office Assistant

**Reports To:** WIA Director

**FLSA Status:** Non-Exempt

**Department:** Workforce Investment Act (WIA)

**Salary:** \$11.50 per hour

**Hours:** Part-Time, 25hrs per week, Mon.-Fri. 9:00am to 2:30pm

**Deadline:** February 5<sup>th</sup>, 2010

**Summary:** Greet and assist applicants who are interested in participating in the Workforce Development Act (WIA) program by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Provides information to applicants regarding application process, program policies, and services offered.

Instructs applicants on completing application, reviews applications for completeness, and obtains additional information from applicants such as work experience, education, training, and skills.

Enters applicant information into Department of Labor databases.

Acknowledges applications and notifies applicants of job opening status.

Arranges interview appointments between WIA Director and applicants.

Prepares reports of applicant flow and job opening information.

Compiles and files statistical data related to participants.

Assist participants with job placement research.

Performs other clerical duties as needed, such as filing, photocopying, collating and prepare outgoing mail.

Attend training workshops as needed.

**Competency:**

To perform the job successfully, an individual should demonstrate the following competencies:

Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.

Interpersonal - Maintains confidentiality; Listens to others without interrupting.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Responds well to questions.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar.

Quality Management - Demonstrates accuracy and thoroughness.

Ethics - Treats people with respect; Works with integrity and ethically.

Organizational Support - Follows policies and procedures.

Adaptability - Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction.

Planning/Organizing - Prioritizes and plans work activities.

Professionalism - Treats others with respect and consideration regardless of their status or position.

Quality - Demonstrates accuracy and thoroughness.

Quantity - Completes work in timely manner.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

High school diploma or general education degree (GED); 2 years related experience and/or training; or equivalent combination of education and experience.

**Language Ability:**

Ability to read and comprehend simple instructions, short correspondence, and memos.

Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete

variables in standardized situations.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; Internet software and be willing to be trained on the Department of Labor's Bear Tracks MIS System.

**Certificates and Licenses:**

Valid MA driver's license

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 10 pounds. While performing the duties of this job, the employee is regularly required to sit. The employee is occasionally required to stand and walk.