



THE COUNTY OF STANISLAUS

WORKFORCE DEVELOPMENT



Stanislaus County
now offers an employee
bonus worth up to
**\$10,000 or 21
additional days of
leave time!***

**See inside for details*

BUSINESS SERVICES REPRESENTATIVE
(FAMILY SERVICES SPECIALIST III)

\$56,597-\$68,806 Annually

Please apply by October 9, 2024

ABOUT THE DEPARTMENT

Stanislaus County Workforce Development (SCWD) is dedicated to developing a skilled workforce that strengthens business and contributes to the economic success of the community. With ninety-five allocated employees who work in five locations throughout Stanislaus County, SCWD prepares individuals for jobs that are in demand by local businesses and provides businesses with referrals of qualified job applicants.

Administration, which includes the Human Resources/Safety, Facilities, Finance/Operations, Contracts & Planning, Marketing and Information Technology divisions, supports the day-to-day program activities of the Department.

The Business Services Division markets resources available to employers through Workforce Development. These include services such as identifying and hiring qualified candidates, aligning training opportunities to meet the needs of employers and jobseekers, and working with employers to identify work-based learning opportunities.

The Career Services Division provides a wide range of employment and training services to adults, dislocated workers, Welfare to Work recipients and youth in the community through various programs at four Job Centers located across the County.

The Youth Services division is focused on assisting eligible youth ages 16-30 to develop the skills required to become the job candidates that employers look for. The program provides youth, with one or more significant barriers to employment, the resources that they need to succeed and prosper in the workforce.



*Interested in learning more about Workforce Development?
Scan the QR code or visit www.StanWorkforce.com*

IDEAL CANDIDATE

The ideal candidate will show pride in their ability to deliver excellent customer service; have a positive presence in the workplace; effectively communicate with private sector, public sector and non-profit businesses; be comfortable and show confidence while interacting with businesses, customers, and community partners; communicate well with your team; be flexible and show professionalism; possess great attention to detail, critical thinking, problem-solving skills and adapt well to change; relate well with individuals of varied backgrounds; and show empathy and courtesy.

TYPICAL TASKS

- Coordinate and develop training agreements such as On-The-Job Training, Paid Work Experience, Incumbent Worker Training and Customized Training to local employers;
- Monitor training agreements of participants in work-based learning and/or training programs;
- Assist employers who are facing potential business closures;
- Identify and build upon strategies for businesses in the sectors of healthcare, warehouse/logistics, manufacturing, agriculture, construction, and underserved businesses;
- Work with business, community partners and educational institutions skills to address skill gaps and develop a strong pipeline of talent;
- Explain rules, regulations, policies, and rights and responsibilities to businesses, customers, the public, and other agencies;
- Work closely with America's Job Center of California (AJCC) partners;
- Research and prepare clear, concise and accurate written and/or oral reports and correspondence in connection with case progress, use one or more automated case management systems and prepare and maintain necessary casework records;
- Respond to written and/or verbal inquiries by customers, service providers, others in an appropriate manner and within a prescribed time frame;
- Develop relationships with new employers while maintaining partnerships with existing employers;
- Recruit, screen, and set up interviews for qualified job seekers applying for jobs with employer partners;
- Market Workforce Development services such as On-The-Job Training, Paid Work Experience, Customized Training and Incumbent Worker Training to local employers for Workforce Innovation and Opportunity Act (WIOA) and Welfare-to-Work clients;
- Provide referrals as appropriate to community-based organizations; and
- Perform other duties and special projects as assigned.

MINIMUM QUALIFICATIONS

KNOWLEDGE

- Principles and techniques of interviewing; career, vocational and employment counseling techniques; and problem-solving techniques used in social casework.
- Socio-economic conditions, trends, problems, cultural differences and language barriers to employment.
- Specific principles, policies, rules, codes and regulations of Federal, State and County employment programs and public assistance programs.
- Employment preparation and training programs and practices of public agencies.
- Casework practice methods for public assistance and employment programs on the Federal, State and local level.
- Define problems, analyze information, and evaluate for problem resolution

SKILLS/ABILITIES

- Think critically and problem solve.
- Communicate, explain, and interact effectively with customers and the general public regarding programs and policies, rules and regulations.
- Interview effectively to obtain relevant facts and recognize significant information.
- Identify and evaluate barriers to employment and self-sufficiency.
- Establish and maintain rapport and trust while interviewing, coaching, and counseling.
- Write in a clear and concise manner.
- Principles and practices of private sector, public sector, and non-profit business structures in delivering products and/or services;
- Provide good customer service.
- Read, understand, organize, prepare, interpret, and present accurate written and oral information to individuals of diverse ethnic, socio-economic, and cultural backgrounds.
- Plan, organize, prioritize, and process work to ensure deadlines are met and
- Adapt to changes in regulations, procedures, assignments and work locations.

EDUCATION & EXPERIENCE

PATTERN I

- Bachelor's degree in Business Administration, Human Resource Management, Organizational Communication, Public Administration, Political Science, Humanities, Social Science, Sociology, Psychology, Social Work, Counseling or a closely related field;

AND ONE OF THE FOLLOWING:

- One (1) year in the Stanislaus County class of Family Services Specialist II; OR
- One (1) year experience providing services such as human resources, training, employment, vocational counseling, and/or social work; OR
- One (1) year journey level experience comparable to Family Services Specialist II or above, providing services in at least two of the following programs: 1) Workforce Innovation and Opportunity Act, 2) Welfare to Work, 3) TANF, 4) Cal Fresh, 5) Medi-Cal/MIA, 6) Adult Services Assistance Program, or 7) Other Federal, State and local programs that provide similar experience.

PATTERN II

- Graduation from college with an Associate of Science or Associate of Arts degree in Business Administration, Human Resource Management, Organizational Communication, Public Administration, Political Science, Humanities, Social Science, Sociology, Psychology, Social Work, Counseling or a closely related field;

OR

- Completion of a combination of at least 30 semester units in Business Administration, Human Resource Management, Organizational Communication, Public Administration, Political Science, Humanities, Social Science, Sociology, Psychology, Social Work, Counseling or a closely related field;

AND ONE OF THE FOLLOWING:

- Two (2) years in the Stanislaus County class of Family Services Specialist II; OR
- Two (2) years' experience providing services such as human resources, training, employment, vocational counseling, and/or social work OR
- Two (2) years journey level experience comparable to Family Services Specialist II or above, providing services in at least two of the following programs: TANF, Welfare to Work, Cal Fresh, Medi-Cal, or General Assistance.

Proof of education (transcripts) will be required for verification purposes at the time of application. Applicants who are unable to submit proof must call (209) 247-7668 to make other arrangements. Failure to submit proof will result in disqualification.

LICENSE

- *Applicants must possess and maintain a valid California Driver's License and remain free from repeated preventable accidents.*
- *In addition to the minimum qualifications, applicant screening process will focus on the following highly desirable qualifications. Please list any of these qualifications you may have within the "duties" section of the online application*

DESIRABLE QUALIFICATIONS.

- *Minimum of two (2) years' experience working in a business to business (B2B) environment that include duties such as outside sales, customer service, or quality assurance.*



**STANISLAUS
COUNTY HUMAN
RELATIONS**

Take Your Place.



JOIN OUR TEAM and receive a bonus worth **UP TO \$10,000** or 21 additional days of leave time!*

*EMPLOYEE CHOICE BONUS PLAN ALLOWS ELIGIBLE EMPLOYEES TO RECEIVE A BONUS WORTH \$5,000-\$10,000 OVER THREE ANNUAL INSTALLMENTS

YOU CHOOSE: One month's worth of

Scan the QR code with a camera app to watch the Employee Choice Bonus Plan video!



Cash Payout

Redo that kitchen or paydown debt.

It's all yours.



Leave Time

Take a little extra time off and enjoy yourself.

You've earned it.



Deferred Compensation

Reduce some taxable income and receive it later.

Why not?



**STANISLAUS
COUNTY HUMAN
RELATIONS**

Take Your Place.



clubwellness
myclubwellness.org

Employee Choice Bonus Plan

UNDERSTANDING THE DETAILS



JOIN OUR TEAM BY JUNE 30TH, 2025 TO BE ELIGIBLE!

The following Employee Choice Bonus Plan is designed to allow eligible employees, current active full-time employees or those hired full-time on or before June 30, 2025, to choose one of the three bonus incentive options (one-time option, non-revocable) they would like to receive:



Option 1 BONUS CASH PAYMENT

(Default if employee declines to make a choice)

- One month of salary (168 hours) paid in cash over three annual installments at the highest step or top of band of the classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.



Option 2 BONUS LEAVE TIME

- 168 hours of bonus leave time allocated within three annual installments.
- Bonus Leave Time would be administered in the same capacity as standard vacation including compensation rate, request and approval, and reporting expectations.
- Bonus Leave Time will have no cash value and cannot be cashed out at resignation, termination, or retirement.
- Must use the bonus leave time prior to the expiration date, as there is no carry over after the bonus leave time expires.



Option 3 BONUS DEFERRED COMPENSATION CONTRIBUTION

- One month of salary (168 hours) paid over three annual installments into the employee's Nationwide Deferred Compensation account at the highest step or top of band of classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.

Eligibility for Employee Choice Bonus Plan



- Must be an active full-time employee on each vesting date and during the pay period of the payment date to receive each payment.
- Full-time employees on an unprotected unpaid leave on the vesting date are ineligible for that specific payment.
- Employees that separate from full-time service prior to a vesting date will no longer be eligible for that specific payment.
- Employees that receive one or two payments, separate from full-time service and then return to full-time service are excluded from eligibility to receive further payments of any kind.
- Employees that leave full-time service prior to receiving any payments, and then return to full-time service on or before June 30, 2025, are eligible to receive future payments in accordance with their new hire date.



COMPENSATION & BENEFITS

Approximate Annual Base Salary:
\$56,597-\$68,806 Annually

The County of Stanislaus provides a competitive and comprehensive benefits package for regular full-time County employees including:

- Excellent retirement benefits (2% at approximately age 62 formula)
- Medical, dental, vision, and basic term life insurance plans
- 2 weeks annual vacation upon entering County service
- 16 additional vacation hours annually
- 96 hours of sick leave annually
- 12 paid holidays annually
- Optional participation in Flexible Spending Account programs
- Optional Supplemental Life & AD&D insurance plans
- Employee Assistance Program

Details available upon request

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WORKFORCE DEVELOPMENT?

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RECRUITMENT INCENTIVES:

Employee Choice Bonus Plan:

Stanislaus County now offers an employee bonus worth up to \$10,000 or 21 additional days of leave time! Visit stanjobs.org for details.

Career Ladders:

We offer valuable tools to help plan your career with Stanislaus County. Find ways to grow and develop within the organization— from Accounting to Public Safety to IT.

Learning Institute:

Whether you're a new employee or looking to acquire new skills, our Learning Institute offers a chance to take on new challenges and ways to consistently hone and improve skills.

WELLNESS BENEFITS

The Mission of Club Wellness is to facilitate and encourage the "good health" of the county workforce.

"Good health" is a state of complete physical, social and mental well-being, and not merely the absence of disease or infirmity; health is a resource for everyday life, not the object of living, and is a positive concept emphasizing social and personal resources as well as physical capabilities. The program seeks to increase awareness and knowledge of all employee benefits, nurture a team spirit and positive health behaviors, to motivate employees to adopt healthier habits and to provide opportunities and a supportive environment to create positive lifestyle changes.



CLASSIFICATION INFORMATION

Unless otherwise provided, this position is part of the Classified Service of the county and is assigned to the Technical Services Bargaining Unit for labor relations purposes. Individuals who are in a full-time classified position is required to serve a twelve-month probation period, which may be extended an additional six months for a total of eighteen months. The probationary period does not apply to unclassified positions.

The Job Task Analysis provides information detailing the physical and functional demands of the classification. For the complete job task analysis, visit the Risk Management website at <http://www.stancounty.com/riskmgmt/> under the "Disability" tab.

APPLICATION PROCEDURES/FINAL FILING DATE: OCTOBER 9, 2024

Oral Examinations are tentatively scheduled for the week of October 14, 2024.

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made of your qualifications.

Resumes will not be accepted in lieu of a completed application.

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

RECRUITMENT ACCOMMODATIONS

Arrangements may be made to accommodate disabilities and religious convictions. Applicants requiring testing accommodations are required to complete and submit the Testing Accommodations Request Form prior to the test administration date. Special arrangements for religious convictions should be included in the "Additional Information" section of the application form.

GENERAL QUALIFICATIONS

- Pass County-paid pre-employment job-related background investigation.
- Perform job duties in a manner assuring a safe working environment for oneself and others.
- Maintain confidential information according to the legal standards and/or County regulations as required.

APPLICATION AND/OR EXAMINATION APPEAL RIGHTS

Application and/or examination results may be appealed by applicants presenting facts alleging irregularity, fraud and/or error in application screening or in exam scoring. Appeals must be in writing and submitted to the Chief Executive Officer within seven (7) days after the examination results are mailed.

DISCLAIMER

Stanislaus County reserves the right to revise the examination plan described in this flyer to better meet the needs of County service. The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The information contained in the bulletin is information which sets forth a general summary of benefits for this respective position. This information is not legally binding. The benefits and other information regarding this position may be found in the Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum of Understanding(s), and such information prevails over information contained in this flyer. Questions regarding this bulletin may be directed to the Stanislaus County Chief Executive Office/ Human Resources.