



## Job Description

**Position:** Data & Program Admin – SNAP, Legal & Pathways to Success  
(US DOL- Pathways to Success program; County JFS SNAP program)

**Reports to:** Sr. Manager, Community & Reentry Programs

**Supervises:** None

### **OVERVIEW:**

Towards Employment is a national leader in workforce development. We connect people to careers which change people's lives, advances businesses, and strengthens community in Northeast Ohio. Founded in 1976, Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff. At Towards Employment we value critical thinking, intellectual curiosity, open communication, and collaboration. We embrace diverse perspectives, have a collective passion for the work we do and a curiosity to find new and better solutions. As a staff, we work towards achieving our organizational vision - an equitable workforce system where racial income gaps have been eliminated and everyone, especially those most affected by systemic racism, has access to family-sustaining wages and quality jobs.

**GENERAL DUTIES:** We are looking for someone to serve as a Program Admin for

- SNAP program - Managing the contract for SNAP 50/50 which includes meeting with families referred to Towards Employment, tracking hours and conducting reports.
- New U.S. Dept. Of Labor (DOL) Pathways to Success grant - Maintaining the tracking of participants in DOL database and pulling/entering information regularly.
- Legal services- Conducting participant background checks serving as the liaison between participants and legal, communicating with courts and connecting non-Towards Employment legal referrals with legal services.
- Ohio Childrens Trustfund- Partnering with participants to ensure legal barriers are resolved
- Misc reporting and analysis- Working with internal partners to run reports and measure metrics to ensure job placement retention.

### **RESPONSIBILITIES**

- Work in close collaboration with the Sr. Manager and the Pathways to Success program manager to ensure individual contract data requirements are met.
- Carries out responsibilities in accordance with the organization's policies and procedures.
- Ensure accurate input into the identified data systems including the County WARPS system, Dept. of Labors GPMS and REO-MIS data systems, and Towards Employment's Commence data management system.
- Work with Finance Department to verify and provide required data information for billing and invoices.
- Work with Sr. Manager Data Analytics to review data for accuracy, and provide information for monthly contractor progress reports.
- Work with TE staff connected with SNAP to provide data entry administrative support, ensuring accuracy of input and data to meet contract requirements and report preparation.



- Identify any data deficiencies and relay to relevant program staff. Provide follow up to ensure data is corrected and in compliance.
- Develop and maintain solid relationships with other program staff that contributes to overall program cohesiveness
- Develop and maintain a productive work relationship with county program personnel assigned to SNAP; remain the liaison on program and attend all scheduled provider meetings.
- Attend program and agency meetings as requested and required

### **OTHER**

- Assist with administrative support needs associated with legal aspects of programming that include running background checks on program participants and entering information into Commence database; presenting information regarding legal services to workshop participants filing correspondence, follow up with courts under the direction of the Legal Director.
- Monitor and follow up with internal and external legal referrals.
- Active member of the Data Functional Team. Complete associated assignments and assist the functional team to meet identified goals of the Functional Team work plan.
- Meet contract and organization timelines for data input and reporting.
- Participate in rotation of back up support to Front Desk/Reception. All other duties as assigned by Senior Manager, Community & Reentry Programs.

### **QUALIFICATIONS**

#### **Education and Experience Required:**

- Minimum of a high school diploma or GED with at least two years administrative and data entry experience.
- Must have previous and verifiable database experience, tracking and abilities.
- Previous experience in legal setting or working with attorneys a plus.

#### **Skill Level/Knowledge of Field:**

- Strong organizational, time-management, and problem solving skills.
- Strong attention to detail is required.
- Ability to work independently and in teams, be flexible and dependable.
- Must be results-oriented, self-starting, assertive, outgoing, and willing to learn.
- Good written and verbal communication skills.
- Commitment to Towards Employment mission and values.
- Reliable transportation.
- Attention to detail, strong organizational, time management and problem solving skills.

#### **Computer Skills**

- Must have proficiency with computers, including Microsoft Office, Internet and email; database experience.



## Competencies

Success in this position also requires:

- **Detail Orientation** – Prioritizes the importance of accuracy in all matters; ability to review work and identify errors; values high quality work product and responsiveness.
- **Relationship Building** - Ability to work effectively and collegially with people with a diverse cultural, socioeconomic, racial and educational backgrounds; ability to understand and bridge relationships between constituents and stakeholders, internally and externally.
- **Confidentiality and Discretion** – Ensures a high level of discretion at all times, on all matters.
- **Communications Champion** - Outstanding ability to effectively communicate with others, internally and externally; seeks clarification as needed to ensure expectations are clear and work product is on point.
- **Social Justice and Racial Equity Advocate** – Passionate about promoting racial equity and inclusion at personal, organizational and systems levels; Understands the concepts of institutional and structural racism and bias and their impact on underserved and underrepresented communities.