



**ORANGE COUNTY UNITED WAY  
JOB DESCRIPTION**

<b>Job Title:</b> Operations Specialist, UpSkill OC	<b>Reporting To:</b> UpSkill OC Program Manager, United for Financial Security
<b>Department:</b> United for Financial Security	<b>Position:</b> Full-time/Non-exempt

**Purpose of Position**

Orange County United Way (OCUW) is seeking an experienced, self-motivated, and client-focused Operations Specialist to support UpSkill OC participants pursuing a living wage career. UpSkill OC helps dislocated workers, unemployed & under-employed adults move from unemployment or low-wage positions into long-term, living-wage occupations. UpSkill OC connects qualified candidates to training, support, and jobs by partnering with local government agencies, community-based organizations, and the business community. The program ensures a strong job pipeline that matches the employer's needs with trained candidates.

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**Key Duties and Responsibilities**

- Responsible for program orientation to new clients, referring agencies, and employers.
- Manage the enrollment process for program cohorts, ensuring a seamless experience for participants.
- Review referrals to determine eligibility.
- Support in the establishment of positive relationships with potential employers.
- Track programmatic data and assist in program evaluation.
- Attend & participate in internal/external Orange County United Way Meetings.
- Lead the OYAAC (Orange County Young Adult Advisory Council) meetings, promoting participant engagement and integrating feedback to improve program activities and outcomes.
- Assist the Program Manager with program strategy, partnership development, and evaluation efforts.
- Represent the Program Manager in meetings and communications as needed.
- Provide quality assurance review of participant information in Salesforce and other data management software regularly ensuring that data is accurate.
- Support the fund approval process for Orange County community members through AssistOC.
- Assist in building and maintaining partnerships with local government agencies, community-based organizations, and employers to support program goals.
- Research and identify potential co-enrollment sources that offer grants, sponsorships, and donations.
- Support in the report writing process, ensuring that Upskill OC is completing all of its grant requirements.
- Complete other duties as assigned.



### **Job Requirements /Technical Knowledge**

- Must be familiar with Orange County post-secondary educational institutes.
- Knowledge of issues affecting low to moderate-income households and communities in Orange County.
- Ability to work effectively with a wide range of stakeholders.
- Experience in Workforce Development or as a Career Coach is preferred.
- Experience with WIOA is preferred.
- Experience with program operations is preferred.
- Computer savvy.

### **Compensation**

- Commensurate with experience, education, and market, \$35-\$38 per hour. Competitive benefits.

### **Core Competencies**

- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Interpersonal Skills** - Maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and obtains clarification; responds well to questions; participates in meetings.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.
- **Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests.
- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration, regardless of status or position; accepts responsibility for own actions; follows through on commitments.
- **Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

### **Company Standards**

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations. Willing to embrace change and new technologies. Commitment to the values and mission of Orange County United Way.

### **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.



While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

**Send Cover Letter and Resume To:**

[recruiting@unitedwayoc.org](mailto:recruiting@unitedwayoc.org)

Orange County United Way

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[www.unitedwayoc.org](http://www.unitedwayoc.org)