

County of Henrico Job Classification

Employment Program Support Specialist



General Summary of Classification:

Provides comprehensive operational support for workforce centers, including cost allocation, inventory control, technology coordination, facility management, access control, safety/security reporting, and administrative/financial processing. Serves as a liaison among County IT, Real Property, finance, landlords, vendors, and One-Stop operations to ensure efficient, compliant, and safe center operations. Performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- Determines and prepares monthly/annual cost allocations (e.g., rent, phone, internet, room usage) based on square footage and lease terms; submits allocations to Real Property for validation and approval and updates as lease dates change.
- Runs program participation reports (e.g., VAWC) to establish payroll distribution percentages and provides data to staff for accurate cost charging.
- Manages inventory across technology, furniture, and supplies; conducts physical counts; coordinates replacement and surplus removal cycles as needed.
- Coordinates delivery of technology and supplies with County IT, CRWP, and center staff to ensure timely availability and proper setup.
- Coordinates technology support with County IT; submits and tracks KACE tickets for helpdesk and IT purchasing.
- Performs routine building inspections; submits and follows up on maintenance requests; coordinates repairs, reconfigurations, and upgrades; engages landlords for inclement weather issues.
- Coordinates minor service repairs (e.g., locks, electrical) and vendor activities to ensure timely completion with minimal disruption.
- Administers facility access controls: establishes alarm codes; activates/deactivates access; maintains onboarding documentation and master staff/access lists; monitors compliance; verifies annual phone/access usage for fiscal needs.
- Monitors safety and security: receives/reviews incident reports; submits quarterly reports to the Henrico County Security Chief; periodically checks building cameras; responds to alarm resets or troubleshooting.
- Communicates maintenance, security, and safety issues to CRWP administrative staff and ensures center billing statements are routed to CRWP finance.
- Performs administrative tasks including timecard gatekeeping; processes Oracle transactions (POs, IDTs, invoices); sources and obtains vendor estimates; uses County systems to input, retrieve, and verify operational and financial data.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Working knowledge of workforce center operations, cost allocation practices, facility access/security procedures, inventory control, and vendor coordination; ability to interpret lease terms and operational policies; ability to organize and prioritize multiple concurrent service requests while maintaining accuracy and compliance.
- **Technical:** Proficient with standard office software and County systems (e.g., spreadsheets, word processing, email, Oracle financials, ticketing systems such as KACE); familiarity with access control/alarm systems.
- **Interpersonal, Communication and Customer Service:** Ability to communicate clearly with staff, landlords, vendors, IT, Real Property, and finance; ability to provide courteous customer service, resolve routine issues, and coordinate across teams; ability to maintain professionalism when responding to incidents or urgent maintenance needs.
- **Decision-making and Authority:** Makes routine decisions within established guidelines; refers unusual or complex issues to supervisor.
- **Leadership:** Non-supervisory; may lead or coordinate specific projects, moves, and vendor service activities; may provide guidance to less experienced staff.
- **Environment:** Works primarily in office and center environments with frequent on-site building walk-throughs and occasional outdoor exposure related to inspections or inclement weather responses.
- **Physical:** Visual and hearing acuity sufficient to perform assigned duties; physical ability sufficient to perform routine office tasks such as sitting, standing, typing, and lifting light materials.

Minimum Education and Experience:

- **Education:** High school diploma or GED;
- **Experience:** Three (3) years of progressively responsible experience in administrative operations, facilities/technology coordination, or related support roles;
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.
- Valid Driver's License.

Job Code: G.B.B.0098

Date of Last Revision: 20-Apr-2025

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.