

Job Title: KCTC Work-Based Learning Support

Reports To: Director of Workforce Development

Position Summary:

The Work-Based Learning Support role is vital in ensuring the smooth operation and compliance of the Work-Based Learning (WBL) program at KCTC. This position focuses on supporting students, instructors, employers, and the WBL team in all aspects of WBL, including tracking student attendance and timesheets, verifying eligibility, and preparing required documentation for student placements. The successful candidate will provide leadership in maintaining high standards of administrative support, student support, and compliance across all WBL activities.

Key Responsibilities:

- **Documentation Management:**
 - Support the WBL Coordinators and ensure compliance with all required documentation for student placements, including training agreements, timesheets, and other related documents.
 - Ensure timely and accurate data entry into WBL systems for all placements and tracking.
 - Maintaining employer database including record of liability insurance and Workers' Compensation
 - Lead the timesheet approval process and reconciliation of timesheets with attendance
 - Timesheet file management, allowing instructor access to approved timesheets
 - Prepare and maintain documentation for Pupil Accounting Audits and review.
- **Student Support:**
 - Facilitate the initial intake process of students interested in WBL (Pending process: Student Intake form, eligibility checks, gather documents and instructor approval for placement.)
 - Facilitate WBL orientation for students, covering the process of entering timesheets, attendance requirements, and academic expectations necessary to maintain eligibility for the WBL program
 - Follow up with students and instructors to ensure submission of accurate timesheets and resolve discrepancies related to attendance
 - Monitor student attendance and grades to confirm eligibility for continued participation in WBL programs
 - Provide notification to students, parents, and instructors when students are at risk of losing eligibility for WBL.
 - Provide support for WBL staff led events / engagement activities with Business & Industry future and current partners of KCTC.
- **Compliance & Audit Support:**
 - Assist in meeting compliance requirements for site visits and state audit processes.

- Ensure that all necessary records are updated and readily available for audits and reviews.
 - **Employer Relations:**
 - Communicate expectations for training agreements with employers, ensuring clarity on program goals, responsibilities, and timelines.
 - Maintain up-to-date employer records, including verifying liability coverage and Workers' Compensation, and updating the employer database accordingly.
 - **Support & Collaboration:**
 - Assist students and instructors in WBL placement – sharing related job postings and lists of business and industry partners interested in employing WBL students. (Using Employer Survey results and CRM)
 - Participate and collaborate with crossover meetings of Workforce Development and Work Based Learning teams.
 - Provide excellent customer service to all stakeholders, ensuring a positive experience for students, instructors, and employers involved in the WBL program.
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Qualifications:

- **Experience:** Minimum of 2 years of office support experience, preferably in a student placement or career services environment.
- **Skills & Attributes:**
 - Strong organizational skills with attention to detail.
 - Ability to troubleshoot and resolve challenges independently.
 - Excellent interpersonal skills and the ability to work both collaboratively within a team and independently.
 - Strong written and verbal communication skills, with a proven ability to communicate effectively with students, employers, and team members.
 - Ability to manage multiple tasks and deadlines in a fast-paced environment.
- **Preferred Qualifications:**
 - Experience in career and technical education (CTE) or work-based learning programs.
 - Familiarity with work-based learning documentation, such as training agreements and timesheets.