

The East Los Angeles Employment and Business Center has an opening for the following position:

Performance Analyst \$40,000 - \$46,000 (ARRA)

Reports directly to the Project Director. Conducts surveys of workforce activities and uses statistical sampling, audit, and observation techniques to evaluate compliance with policies and procedures and adherence to contract requirements. Implements a continuous quality improvement process through the continuing review of operations and administrative systems. Serves as the primary advisor to the Project Director on contract compliance and quality assurance matters.

Requirements:

- Bachelor’s degree from an accredited college or university, or equivalent related experience
- Prior experience in quality control or performance of program and financial audits, evaluations and monitoring of employment & training programs desired
- Knowledge of applicable WIA federal, state and local rules and regulations
- Accustomed to complex, fast-paced, and confidential work environment
- Ability to communicate effectively, using good judgment and diplomacy
- Ability to use personal computers for correspondence, reports, statistical compilation and analysis, and database access
- Excellent written and verbal communication skills

Duties and Responsibilities:

- Record, compile and analyze performance information to ensure contract compliance
- Develop and implement corrective action plans as needed
- Oversee the design, generation and analysis of performance reports
- Evaluate internal reports and provide the Director all required monitoring documents on time
- Review operational procedures and processes for continuous quality improvement
- Identify appropriate performance measurements and develop process review checklists for quality control and contract compliance
- Identifies contractor policy letter requirements and ensures implementation and compliance to those requirements
- Implement a continuous quality improvement process through the continuing review of operations and administrative systems consistent with County WIB Certification Standards and Arbor’s Best In Class (BIS) Initiatives.
- Perform other duties as assigned



Apply online at www.ResCare.com

on December 4, 2009 or open until filled