

Appendix A

WORK PROCESS SCHEDULE

Workforce Development Business Services Coordinator

O*NET-SOC CODE: 11-9151.00 RAPIDS CODE:

Description:

A Social and Community Operations Manager is a dynamic leader who manages and coordinates programs and operations within community-focused organizations, both in the public and private sectors. This role blends strategic planning with social impact, overseeing budget management, policy compliance, and program development. The Manager engages with stakeholders, fosters community partnerships, and leads teams to achieve organizational objectives. By analyzing data, optimizing resources, and implementing efficient processes, the Social and Community Operations Manager ensures that operations are aligned with the organization's mission while delivering measurable benefits to the community.

Foundational Program and Operations Management		
Competencies	Date Completed	Initial
A. Establish and understand program policies and objectives.		
B. Assist in implementing and managing organizational activities to meet initial goals.		
C. Support data collection and assist in reporting program outcomes.		
D. Develop basic communication skills by interacting with clients and community partners.		
E. Document and maintain detailed records of project and business operations.		
F. Ensure initial compliance with policies and regulations, learning to handle grant requirements.		
G. Analyze data to make informed decisions and improve operations		

H. Coordinate with cross-functional teams to support smooth operations		
I. Create basic project management plans to guide program activities		
J. Identify potential operational inefficiencies and suggest solutions		

Financial and Resource Management		
Competencies	Date Completed	Initial
K. Plan and oversee program and project budgets, learning efficient resource allocation.		
L. Review financial statements and reports.		
M. Define project scope, goals, and deliverables in collaboration with key stakeholders.		
N. Develop project plans, including timelines, budgets, and resource management.		
O. Identify project risks and develop basic mitigation strategies.		
P. Monitor financial performance to ensure alignment with budgetary goals		
Q. Conduct cost-benefit analyses to inform resource allocation decisions		
R. Establish partnerships for cost-sharing and resource optimization		

S. Prepare financial forecasts to guide strategic planning		
T. Ensure adherence to financial regulations and audit requirements		

Community and Stakeholder Engagement		
Competencies	Date Completed	Initial
U. Develop and implement strategies for community engagement and outreach		
V. Provide technical assistance to partners with limited supervision		
W. Plan and direct activities that require coordination with other department managers		
X. Facilitate collaboration and communication among team members and stakeholders		
Y. Develop project plans, including timelines, budgets, and resource management		
Z. Engage in public speaking and presentations to promote community initiatives		
AA. Foster relationships with community leaders and key stakeholders		
BB. Organize community events to increase program visibility		
CC. Utilize social media and digital platforms for outreach		

DD. Assess community feedback to inform program improvement		
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Compliance and Policy Implementation		
Competencies	Date Completed	Initial
EE. Ensure compliance with policies and regulations, managing grants effectively		
FF. Establish or implement departmental policies and goals in collaboration with organization officials		
GG. Oversee environmental management or sustainability programs if relevant		
HH. Implement organizational process changes to improve service delivery		
II. Conduct audits to maintain compliance with safety and regulatory standards		
JJ. Develop internal policies to promote ethical conduct and transparency		
KK. Track and document regulatory updates and inform relevant teams		
LL. Collaborate with legal and compliance teams to address issues		
MM. Design training sessions on policy awareness and compliance		
NN. Regularly review and update organizational policies to reflect current standards		

Leadership and Staff Development		
Competencies	Date Completed	Initial
OO. Provide leadership to staff, focusing on training and professional development		
PP. Mentor and train junior staff, ensuring knowledge transfer and professional growth		
QQ. Perform personnel functions, such as selection, training, or evaluation		
RR. Monitor project progress, making adjustments to stay on track		
SS. Create a supportive work environment that encourages teamwork		
TT. Identify skill gaps and implement targeted training programs		
UU. Facilitate leadership development workshops for emerging leaders		
VV. Develop strategies to boost employee morale and retention		
WW. Implement feedback mechanisms to improve team performance		
XX. Recognize and reward staff achievements to motivate performance		

Strategic Program and Operations Oversight		
Competencies	Date Completed	Initial
YY. Lead strategic initiatives and apply for new funding opportunities		
ZZ. Develop and implement long-term project and program strategies		
AAA. Evaluate program performance and suggest improvements for strategic impact		
BBB. Oversee the quality of project outcomes and perform thorough evaluations		
CCC. Analyze industry trends to identify new opportunities for growth		
DDD. Design contingency plans to prepare for unforeseen challenges		
EEE. Establish benchmarks and key performance indicators (KPIs)		
FFF. Collaborate with executive leadership to align goals with the organization's mission		
GGG. Engage in strategic networking to enhance program reach		
HHH. Implement systems to track and report progress on strategic initiatives		

Appendix A

RELATED TECHNICAL INSTRUCTION (RTI) OUTLINE

Workforce Development Business Services Coordinator

O*NET-SOC CODE: 11-9151.00 CODE:

Related Technical Instruction (RTI) supplements On-the-Job Learning (OJL) training and contains courses that provide theoretical and technical training related to the occupation. It is through a combination of both OJL and RTI that an apprentice can become fully skilled in the occupation.

At least 144 hours of supplementary RTI is recommended, per year. RTI may also include safety courses, organization-specific employee orientation and information sessions, and professional development training. The RTI hours provided denote estimated classroom contact hours.

Training Provider:

Western Governors University

4001 S 700 E #300

Millcreek, UT 84107

Phone Number: (801) 247-3280

Related Instruction Provided: ☐ During Work Hours ☐ During Non-Work Hours ☒ Both

As a key part of apprentice orientation, all apprentices, RI instructors and OJL mentors will complete Anti-Harassment Training, in accordance with CFR 29, Part 30. Guidance and training resources can be found online at:

<https://www.apprenticeship.gov/eeo/sponsors/prevent-harassment>

In addition to available technical assistance from OA staff, anti-harassment and non-discrimination resources are available at <https://www.apprenticeship.gov/eeo>. The website houses a robust suite of resources to inform apprentices, sponsors, and partners about the EEO regulation requirements, and have developed materials for public use to support training and implementation. This includes forms, webinars, and FAQs.

Included among these materials is a new webcast, [*Understanding EEO Requirements on Anti-Harassment and Complaints for Registered Apprenticeship Programs \(RAPs\)*](#). This 30-minute training helps users: define and recognize unlawful harassment; identify ways to ensure RAPs are free from harassment; and implement complaints procedures.

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All apprentices must receive instruction in safe and healthful work practices.

Business Fundamentals (144 Hours)

1. **Introduction to Business Administration (30 Hours)**
 - Overview of business operations, structures, and management concepts.
2. **Principles of Management (30 Hours)**
 - Basic management functions, leadership, and organizational behavior.
3. **Financial Accounting (24 Hours)**
 - Introduction to financial statements, accounting principles, and bookkeeping.
4. **Microeconomics (30 Hours)**
 - Economic theory related to consumer behavior, market structures, and resource allocation.
5. **Business Communication (30 Hours)**
 - Developing professional writing and presentation skills for effective communication.

Core Business Concepts (144 Hours)

6. **Organizational Behavior (24 Hours)**
 - Study of human behavior in organizational settings and strategies for effective team management.
7. **Marketing Principles (30 Hours)**
 - Fundamentals of marketing, including market analysis, strategy, and consumer behavior.
8. **Business Law and Ethics (24 Hours)**
 - Introduction to business laws, ethical decision-making, and corporate social responsibility.
9. **Statistics for Business (30 Hours)**

- Data analysis, probability, and statistical techniques for business decision-making.

10. Introduction to Project Management (36 Hours)

- Concepts and practices for planning, executing, and managing projects.

Advanced Business Practices (144 Hours)**11. Managerial Accounting (24 Hours)**

- Accounting methods for planning, control, and decision-making in organizations.

12. Human Resource Management (30 Hours)

- HR principles, including recruitment, training, performance management, and labor laws.

13. Operations Management (30 Hours)

- Techniques for improving efficiency, quality management, and process optimization.

14. Financial Management (30 Hours)

- Corporate finance concepts, budgeting, investment analysis, and risk management.

15. Community and Stakeholder Engagement (30 Hours)

- Strategies for effective community outreach and building stakeholder relationships.

Strategic and Leadership Focus (144 Hours)**16. Strategic Management (36 Hours)**

- Developing and implementing strategic plans to achieve organizational goals.

17. Business Policy and Decision-Making (24 Hours)

- Case studies and methods for strategic problem-solving and policy implementation.

18. Leadership and Organizational Change (30 Hours)

- Approaches to leading change, innovation, and developing leadership skills.

19. Advanced Project Management (24 Hours)

- In-depth project management, risk analysis, and use of project management tools.

20. Capstone Course in Business Administration (30 Hours)

- Integration of learned concepts into a comprehensive project or business plan.

*CIP Code	Course Title	Contact Hours
52.0201	Business Administration and Management, General.	288
44.9999	Public Administration and Social Service Professions, Other.	288
Total		576