

Northwest Michigan Works!
Job Title: Apprenticeship Specialist
Department: Apprenticeship Services
FLSA Status: Exempt

Summary:

The Apprenticeship Specialist provides technical assistance and administrative support for the development, implementation, and management of registered apprenticeship programs across various industries. This full-time role will play a critical part in expanding registered apprenticeship opportunities within the 10-county region. The position involves direct coordination with employers, apprentices, and external partners, including educational providers, to ensure the success of apprenticeship initiatives. Key duties include research, program creation, case management, barrier removal, and follow-up services, as well as promoting the program and supporting its growth.

Supervision Received:

This position reports to the Regional Director of Apprenticeship Services.

Key Responsibilities and Duties:

The Apprenticeship Specialist will be responsible for the following:

- Program Development & Implementation:
 - Develop and implement customized apprenticeship programs in collaboration with employers, academic providers, and other partners as required.
 - Research job descriptions, academic requirements, and regulations to ensure apprenticeship programs meet necessary standards.
 - Complete all the required paperwork and documentation according to current federal regulations.
 - Case Management & Support:
 - Provide ongoing case management for apprentices and employers, managing apprentice and employer files, data collection, data entry and reporting.
 - Offer barrier removal support and follow-up services to ensure the success of each apprenticeship.
 - Maintain positive, productive relationships with employers and apprentices, including conducting on-site visits, meetings and supportive services deliveries.
 - Balance a caseload of employer and apprentice files, ensuring timely and efficient management of follow-up, revisions, data entry among other responsibilities.
 - Provide veterans in an apprenticeship program priority of service including committing to ongoing Veterans Administration Certifying Official training, documentation and federal data entry.
 - Technical Assistance & Documentation:
 - Provide support to the apprenticeship team with documentation, data tracking, and analysis across platforms like One-Stop Management Information System (OSMIS) and other systems as necessary. Capture, review, and distribute information and documentation for team outcomes, auditing, and monitoring purposes.
 - Ensure accurate recording of employer and apprentice interactions in files and data entry systems like OSMIS where applicable.
 - Outreach & Education:
 - Provide community outreach efforts to promote the apprenticeship program, including delivering public presentations, attending employer events and assisting with the distribution of marketing materials.
 - Collaborate with other Northwest Michigan Works! departments, including the Business Services Teams, to serve employers with a high level of customer service.
 - Represent Northwest Michigan Works! at a variety of events, as directed and applicable.
 - Compliance & Funding:
 - Research, adhere to, and implement local, state, and federal policies, including the Workforce Innovation and Opportunity Act (WIOA), Registered Apprenticeship Local Policy, State Apprenticeship Expansion grants, Going Pro Talent Fund and other state or federal programming.
 - Maximize funding opportunities for the benefit of employers and apprentices.
-

Required Qualifications & Skills:

- Experience:
 - Significant experience in business practices, workforce development, management, human resources, or a related field. A Bachelor's Degree is preferred but not required.
 - Expertise in apprenticeship systems, processes, and documentation.
 - Experience in providing case management services with the ability to prioritize competing demands,
 - Skills:
 - Excellent written and verbal communication skills, including public speaking.
 - Strong computer skills, with proficiency in Microsoft Office Suite, Google Workplace, and other business software; experience with Salesforce is a plus.
 - Self-motivated, able to work independently and as part of a team.
 - Ability to follow instructions and adhere to policies and processes.
 - Exceptional organizational skills and creative problem-solving abilities.
 - Professional demeanor with strong interpersonal skills.
 - Ability to remain flexible with continual changes in policies, regulations, systems and processes.
 - Additional skills or requirements could be necessary depending on the workload and projects.
 - Other Requirements:
 - Valid Michigan driver's license and ability to be insured to drive agency vehicles.
-

Physical Demands:

The physical demands of this role are typical for these hybrid based positions. Reasonable accommodations can be made for individuals with disabilities. The role involves:

- Regular communication (talking and hearing).
 - Frequent standing, walking, sitting, reaching and driving.
 - Ability to lift up to 30 pounds.
 - Occasional climbing, balancing, stooping, kneeling, crouching, or crawling.
 - Vision requirements: close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
-

Work Environment:

This position operates in a professional office environment and regularly uses standard office equipment such as computers, phones, and photocopiers. The noise level in the work environment is usually moderate. Reasonable accommodations are available for individuals with disabilities.

Travel Requirements:

This position involves frequent travel, primarily during business hours, with occasional overnight travel as needed.

Additional Information:

This job description reflects the current duties and responsibilities of the position. As the role evolves, the description will be reviewed and updated as necessary.

Employee Acknowledgment:

By signing below, the employee acknowledges understanding the requirements, essential functions, and duties associated with the role.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____