

DESCRIPTION: Under administrative direction of the Director of Workforce Services, manages and delivers employment and training programs in compliance with the provisions of the Wagner Peyser Act, Workforce Investment Act, and other related laws which provide for employment and training services. Responsible for the direction and administration functions of assigned One-Stop Career Centers within an identified Region; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This class is distinguished from the Employment Services Supervisor and Employment Services Manager classes by the size and scope of employment services programs administered. Positions allocated to the Employment Services Supervisor class supervise the delivery of programs in a small One-Stop Career Center or specific program services within a large One-Stop Career Center; positions allocated to the Employment Services Manager class manage such programs in a large One-Stop Career Center and are responsible for the efficient business operations of the assigned location. Positions allocated to the Regional Workforce Development Manager class have Regional administrative responsibility, including multiple locations, through the supervision of professional and program staff.

EXAMPLES OF WORK: (This position may not be assigned all the duties listed, nor do these examples include all of the duties that may be assigned.)

Administers and directs the delivery of the employment and training programs/services on a regional and local basis as provided by the Wagner-Peyser Act, Workforce Investment Act, and other related laws.

Supervises and evaluates performance of staff supervised.

Manages One-Stop Career Centers located within a Region; plans, organizes, directs, and controls the daily operations of the Career Centers to achieve performance standards established by federal legislation.

Interprets federal and state directives, policies, and guidelines to provide technical assistance as required to local office and regional staff and affiliated partners.

Prepares line item budgets for the Region, including affiliate offices.

Monitors program expenditures; reviews and approves/disapproves requests, and ensures appropriateness and determines effect on local office and regional budget.

Evaluates and reports on program performance, including customer satisfaction and continuous improvement, by applying established or developing new assessment tools. Analyzes performance data and reports to higher level management.

Develops and conducts public relations activities to explain and promote various employment and training programs to employers, labor organizations, other government agencies, community-based organizations and the general public.

Maintains strong and effective employer relations and contact programs in the local area served.

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Coordinates and collaborates with all One-Stop partners to provide and improve customer service and enhance the delivery of employment and training programs.

Establishes and evaluates performance goals/standards to ensure continuous program improvement.

Administers the use of the facilities and equipment shared with One-Stop partners.

Prepares fiscal reports, performance reports, and other special or recurring reports/documents as necessary.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: Wagner-Peyser and Workforce Investment Acts; equal opportunity laws; Civil Rights Act of 1964, Rehabilitation Act of 1973 and various other Title VII Acts as amended; laws, regulations and procedures governing the delivery of employment and training programs; the principals and practices of office administration and management; budget processes and preparation; general office computer programs; personnel management techniques.

Skill in: communicating with others to relay information; public speaking; listening to and understanding others; negotiating, mediating and identifying creative solutions for problem solving; conflict resolution; working in adverse and stressful situations.

Ability to: supervise and evaluate staff supervised; effectively direct and administer the functions of assigned staff and programs; analyze data and information using established criteria to determine consequences and identify and select alternatives; coordinate and collaborate with diverse groups; identify customer expectations, needs and problems and provide effective resolutions; market programs and services; compare, measure, differentiate and record information; classify, compute, tabulate, and categorize data; understand, analyze and interpret financial statements, technical operating manuals, statutes, agency procedures and guidelines.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor's degree in public or business administration, financial management, social/behavioral sciences, human services or related field plus 3 years' experience in program management with employment and training programs. OR Associate's degree in public or business administration, financial management, human services or related field plus 5 years' experience in program management, 3 of which are employment and training programs.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).

Positions in this class may require an employee to possess a valid driver's license, or the ability to provide independent authorized transportation, in order to perform work-related travel.