

DESCRIPTION: Under administrative direction of the Reemployment Services Administrator(s), manages and delivers reemployment and training program services in compliance with the provisions of the Wagner Peyser Act, Workforce Innovation and Opportunity Act, and other related laws. Responsible for the coordination of daily operations in assigned American Job Centers within an identified region through the supervision of professional staff; performs related work as assigned.

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 reemployment and training services on a regional and local basis as provided by the Wagner-Peyser Act, Workforce Innovation and Opportunity Act, and other related laws.

Supervises and evaluates performance of assigned staff.

Manages American Job Centers located within a region; plans, organizes, directs, and controls the daily operations of the Job 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.

Evaluates and reports on program performance, including customer satisfaction and continuous improvement, by applying established 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, community-based organizations and the general public.

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

Coordinates and collaborates with One-Stop Operator's and partner programs to provide and improve customer service and enhance the delivery of employment and training programs.

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

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

Prepares 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 Act, Workforce Innovation and Opportunity Act, and other related reemployment and training programs; laws, regulations and procedures governing the delivery of reemployment and training programs; the principals and practices of office administration and management; personnel management techniques.

V70770 – REGIONAL WORKFORCE DEVELOPMENT MANAGER (continued)

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; 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 three 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 five years' experience in program management, three 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.