



PROCEDURE TRANSMITTAL

SUBJECT:	Workforce Services Staffing	Procedural/Guidance No.: 1
APPLIES TO:	Workforce Services Career Center Contractors	Effective Date: 05/4/2012
		Revised Date:
		Expiration Date: Indefinite
REFERENCE:	Local Procedure Transmittal, Contractual Requirement	

PURPOSE

To deliver maximum value to workforce services participants through the establishment of written standards that are understood by all throughout the Region's Workforce Services Contracts.

Under this guidance the workforce delivery system will provide a complete inventory of all job descriptions, titles, duties and responsibilities; set a framework to employ qualified persons; assure salaries are paid for various jobs performed; establish and maintain uniformity in job terminology.

This transmittal serves to expand upon Career Center Staffing Requirements as well as provide guidance on the hiring and skills essential for an exceptional quality service delivery system.

BACKGROUND

Workforce Services Career Center Contractors are required to adhere to the Career Center Staffing Requirements set forth in the contract to operate and provide workforce services funded by South Florida Workforce Investment Board (SFWIB).

PROCEDURE

Effective the date of this procedure SFWIB Workforce Services Contractors shall refer to these guidelines to hire personnel who possess the required qualifications as described for each job title/classification, and determine salaries that are in harmony with the Career Center Staffing Requirements.

Approved By: Rick Beasley, Executive Director	Update to	Issued by: Adult Programs
---------------------------------------------------------	------------------	-------------------------------------

Rick Beasley
8/3/12

JOB TITLES/CLASSIFICATIONS

All Career Centers shall have at a minimum the following job classifications:

1. Clerk – Telephone Operator
2. Customer Service Representative
3. Workshop Facilitator
4. Program Specialist I
5. Program Specialist II
6. Career Advisor
7. Lead Career Advisor
8. Outreach Specialist
9. Placement Specialist
10. Employer Specialist
11. Business Consultant
12. Workforce Program Supervisor
13. Workforce Center Director / Manager

SALARY RANGES AND PROGRESSION

New Hires

The starting salary for new hires shall not be less than the minimum of the established pay range. At the discretion of the Service Provider Executive Director, the starting salary of newly hired employees may be five percent (5%) above the minimum of the salary range dependent upon additional relevant experience and/or qualifications.

Merit Increases

The SFWIB encourages careful consideration of the granting of merit increases and that such increases remain within the established salary ranges.

Merit increases greater than 5% must be approved by the SFWIB. Merit increases shall not be granted more than once to an employee during a 12-month period.

Merit increase and Cost of Living increase are suspended. The SFWIB shall re-examine the granting of the merit and cost of living increases each PY. Changes will be provided by the SFWIB Executive Director.

Promotions

The assignment of an employee to a job title/classification having a higher maximum salary than his/her current job title/classification shall be treated as a promotion. A promotional increase shall be FIVE PERCENT (5%) above the employee's current pay rate, or the minimum of the new pay range, whichever is greater. Promotional increases greater than 5% must be approved by the SFWIB.

Demotions

The assignment of an employee to a job title/classification having a lower maximum salary than his/her current job title/classification shall be treated as a demotion. A change in salary will occur if the employee's current salary is higher than the new maximum range of his new job title/classification. No other salary change shall occur unless the employee is scheduled to receive his/her annual merit increase.

Approved By: Rick Beasley, Executive Director	Update to	Issued by: Adult Programs
---------------------------------------------------------	------------------	-------------------------------------

Transfers/Re-Assignments

The SFWIB recognizes that duties and responsibilities assigned to employees can change due to a variety of reasons, such as the level of duties and responsibilities assigned to the employee increased or decreased significantly, or due to reorganizations, or similar operational changes.

Transfers or re-assignments to another job title/classification with the same minimum and maximum pay ranges as the current job title/classification does not warrant an increase, unless the employee is scheduled to receive his/her annual merit increase.

Incentives/Performance-Based Pay

These are one-time, non-recurring payments. These payments do not change employees' base pay and are not subject to the maximum salary ranges.

(Attachments)

- **Job Descriptions**

Approved By: Rick Beasley, Executive Director	Update to	Issued by: Adult Programs
---------------------------------------------------------	------------------	-------------------------------------

Job Description

Job Title/Classification	Job Code	Salary Range
Clerk/Telephone Operator	01-023	Min: \$21,122 - Max: \$31,537
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Receptionist		

Description

Backroom operation answering an automated telephone system with numerous extensions. Answer all incoming calls and make proper connection to person requested. Provide clerical support as assigned. (perform non-information desk duties).

Duties And Responsibilities

Answer telephone and greet all customers in a friendly manner.

Transfer calls to the appropriate staff.

Perform general office duties such as typing correspondence, forms and reports, opening and distributing mail, filing documents, and other office duties.

Schedule appointments for referral services for customers.

Follow-up with customers regarding customer's training and employment status.

Perform related duties as assigned.

Qualifications

High school diploma or GED.

One year of customer service experience and experience in the operation of a multi-line telephone system.

Excellent communication skills (must speak, read, and write in English) Multilingual (Spanish and/or Creole).

Proficient with Microsoft Office applications preferred.

Required to be Tier I certified within 6 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Customer Service Representative	02-023	Min: \$20,715 - Max: \$42,416
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Greeter, Customer Service Representative		

Description

Greet and assist job seekers in the resource room, information desk, orientation, and in other assigned Career Center activities (Core and Assisted Core Services) and make referrals to the appropriate place or person within the center when required.

Duties And Responsibilities

Provide customer assistance in the areas of work registration, resume preparation, job search, Internet Browsing and e-mail applications.

Monitor Resource Area and ensure that customer has access to appropriate information and equipment to complete orientation and work registration (EFM and IAA), as well as conduct career and occupational exploration.

Direct and provide information to customers regarding services and procedures and make referrals to the appropriate place or person within the center once customer has completed orientation and work registrations and when required.

Maintain all customer records that receive orientation, work register in EFM and IAA, as well as other Resource Area transactions and prepare routine and ad hoc activity reports for management, as required.

Provide general and program orientations.

Provide back-up and assistance to other Career Center staff, as appropriate to individual position objectives and requirements to include, but not limited to processing Customer Satisfaction Surveys.

Operate a variety of office equipment including personal computer, copy machine, and fax machine.

Troubleshoot problems related to Internet browsing and/or equipment use.

Perform related duties as assigned.

Qualifications

High school diploma or GED.

One year of customer service and/or sales experience.

Proficient with Microsoft Office applications.

Excellent communication skills (must speak, read, and write in English).
Multilingual (Spanish and/or Creole) preferred.

Required to be Tier I certified within 6 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Workshop Facilitator	03-023	Min: \$32,904 - Max: \$55,159
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Workshop Facilitator, Trainer		

Description

Provide employability skills/job readiness workshops; coordinate various trainings and workshops, follow-up and data entry.

Duties And Responsibilities

Conduct classes, workshops, and demonstrations to teach principles, techniques, or methods in subjects such as basic customer service, life skills, and workforce entry skills with a business/employer training approach.

Instruct customers individually and in groups, using various teaching methods such as lectures, discussions, and demonstrations.

Adapt teaching methods and instructional materials to meet customers' varying needs, learning styles, abilities, and interests.

Enforce administration policies and rules governing customers and the Work Readiness curricula.

Establish and enforce rules for behavior and procedures for maintaining order among customers attending training.

Maintain Work Readiness objectives for all lessons, modules, and projects, and communicate those objectives to students.

Coordinate workshops scheduling, schedule guest speakers and guest trainers for workshops.

Maintain accurate records and documentation as required by the Work Readiness curricula.

Identify the developmental needs of customers through coaching, mentoring, help customers improve their knowledge and skills and apply those skills in a business environment for successful employment.

Perform related duties as assigned.

Qualifications

Bachelor's degree in education, psychology, or other related field.

One year of instructional experience and one year of experience in curriculum design, designing lesson plans, or related experience.

Proficient with Microsoft Office applications.

Excellent communication skills (must speak, read, and write in English).
Multilingual (Spanish and/or Creole) preferred.

Required to be Tier I certified within 6 months of employment.

Job Description

Job Title/Classification	Job Code	Salary
Program Specialist I	04-023	Min: \$23,513 - Max: \$35,380
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Program Specialist II, Program Specialist I, Program Assistant I		

Description

Interview and screen customers, conduct Initial Assessment Application updates, and assist Career Center staff (send faxes and letters, follow-up, data entry, type, file, copy, and perform related support services duties).

Duties And Responsibilities

Greet all customers in a friendly manner and direct customers to program staff and Career Center resources.

Explain eligibility requirements, form completion requirements, and community resources for program eligibility.

Conduct orientations and collect documents for program eligibility.

Prepare and assists applicants in completion of routine intake and other program forms.

Organize and maintain hard copies and electronic files in accordance with SFW policy and procedures.

Compile caseload reports and preparation of reports for Management as required.

Perform general office duties such as typing correspondence, forms and reports, opening and distributing mail, preparing outgoing mail, filing documents, cross-indexing documents and other office duties.

Assist Career Center Staff by performing support services such as conducting Initial Assessment Application updates, client follow-up, data-entry, and answer routine correspondence.

Conduct follows-ups to verify participant employment and/or need for additional services.

Serve as back up for Clerk/Telephone Operator as needed.

Perform related duties as assigned.

Qualifications

High school diploma or GED.

One year of customer service experience.

Proficient with Microsoft Office applications.

Excellent communication skills (must speak, read, and write in English).
Multilingual (Spanish and/or Creole) preferred.

Required to be Tier I certified within 6 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Program Specialist II	05-023	Min: \$26,618 - Max: \$50,270
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Eligibility Determination Specialist		

Description

Interview customers, obtain information needed to establish eligibility for a specific program (i.e. Workforce Investment Act (WIA), TANF, etc.), enter data into pertinent Management Information Systems and other duties as assigned.

Duties And Responsibilities

Interview customers seeking workforce services and determine eligibility under existing laws and regulations; verify information received, determine the nature and amount of assistance needed, refer to appropriate staff and identify available resources if needed.

Interview applicants to determine if income and residence requirements have been satisfied; record and verify information obtained from applicant, landlords, other welfare agencies, and related sources; apply standard policies and procedures; complete applicable forms.

Compile records, and evaluate personal and financial data in order to verify completeness and accuracy, and to determine eligibility status and inputs data in Employ Florida Marketplace (EFM).

Record the customers' needs of services such as: vocational counseling and training, literacy or language instruction, transportation assistance, child care, etc.

Keep records and prepare reports for Career Center Director.

Perform other miscellaneous job-related duties as assigned.

Qualifications

Associates degree.

Two years of workforce programs experience to include customer service experience.

Proficient with Microsoft Office applications.

Excellent communication skills (must speak, read, and write in English).
Multilingual (Spanish and/or Creole) preferred.

Required to be Tier I certified within 6 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Career Advisor (Workforce Programs)	06-023	Min: \$26,131 Max: \$52,714
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Career Advisor (Lead), Career Advisor, REA Specialist, SNAP Specialist, REA/UC/WIA Specialist		

Description

Provide comprehensive case management for the intensive services under the workforce programs (i.e. WIA, CAP, SNAP, etc.) and ensure that all services are delivered in accordance with South Florida Workforce policies and procedures.

Duties And Responsibilities

Conduct General and Program Specific Welfare Transition (WT) / Career Advancement Program (CAP), Workforce Investment Act (WIA), Wagner Peyser Program (WP), Supplemental Nutritional Assistance Program (SNAP) and other related programs orientations and assists customers in determining the level of services needed.

Conduct individual or group counseling sessions to assist customers to achieve employment goals.

Conduct comprehensive assessments to assist customers in their educational and vocational objectives development, goal attainment, referral for program services if needed, referrals for partner agencies such as domestic violence if needed.

Perform customer assessment, reviews Career Plan effectiveness, customer progress and makes updates as deem applicable.

Prepare customers for their job search by assisting them with resumes, cover letters, mock interviews, etc.

May conduct Job Readiness and other workshops.

Coordinate and monitor services, including comprehensive tracking of customer activities in relation to Career Plan.

Refer customers to available community and program resources such as housing, food, clothing, school programs and vocational opportunities.

Coordinate services and ensure customers receive appropriate services.

Duties And Responsibilities (cont'd)

Ensure accuracy and completeness of customer file management.

Perform necessary case record documentation, paperwork and record keeping.

Interpret program regulations or benefit requirements and facilitates customer access to community and program resources, including providing information about school programs, vocational opportunities or services, relevant mental health services, and others as applicable.

Coordinate with Job Placement Specialist as appropriate for the development of customer employment opportunities and job placement.

Enter all relevant data (case management notes, job placement, follow-up etc) into computer tracking system. Performs the day-to-day inputting of data into the One Stop System Tracking (OSST), Employ Florida Marketplace (EFM) system.

Perform customers and employers follow-up interview and maintains case records relative to employment retention.

Exercise professional judgment, discretion, confidentiality and sensitivity in all communications.

May conduct "Rapid Response" activities for mass layoffs and company closings.

May perform duties as "Disability Navigator".

Perform related duties as assigned.

Qualifications

Bachelor's degree.

One year of customer service experience. Proficient with Microsoft Office applications.

Excellent communication skills (must speak, read, and write in English). Multilingual (Spanish and/or Creole) preferred.

Required to be Tier I certified within 6 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Lead Career Advisor (Workforce Programs) (OPTIONAL – Based on Career Center need)	07-023	Min: \$34,649 - Max: \$55,159
Job Status:		Location
Exempt/Permanent/Temporary		
Consolidated Classification(s): Lead Career Advisor		

Description

Provide comprehensive case management for intensive services specialized caseload (i.e. deferrals for CAP, Employed Worker Training (EWT) for WIA, etc.); ensure that all services are delivered in accordance with South Florida Workforce policies and procedures and assist program supervisor with management of workforce program services

Duties And Responsibilities

Conduct individual or group counseling sessions to assist customers.

Conduct comprehensive assessments to assist customers in their educational and vocational objectives development, goal attainment, referral for program services if needed, referrals for partner agencies such as domestic violence if needed.

Perform customer assessment, reviews Career Plan effectiveness, customer progress and makes updates as deem applicable.

Coordinate and monitor services, including comprehensive tracking of customer activities in relation to Career Plan.

Coordinate services and ensuring customer receives appropriate services.

Prepare customers for their job search by assisting them with resumes, cover letters, mock interviews, etc.

Conduct General and Program Specific (Welfare Transition (WT) / Career Advancement Program (CAP), Workforce Investment Act (WIA), Wagner Peyser Program (WP), Supplemental Nutritional Assistance Program (SNAP) and other related programs orientations and assists customers in determining the level of services needed.

May conduct Job Readiness and other workshops.

Duties And Responsibilities (cont'd)

Refer customers to available community and program resources such as housing, food, clothing, school programs and vocational opportunities.

Ensure accuracy and completeness of customer file management.

Performs necessary case record documentation, paperwork and record keeping.

Interpret program regulations or benefit requirements and facilitates customer access to community and program resources, including providing information about school programs, vocational opportunities or services, relevant mental health services, and others as applicable.

Coordinate with Job Placement Specialist as appropriate for the development of customer employment opportunities and job placement.

Enter all relevant data (case management notes, job placement, follow-up etc) into computer tracking system. Performs the day-to-day inputting of data into the One Stop System Tracking (OSST), Employ Florida Marketplace (EFM) system.

Perform customers and employers follow-up interview and maintain case records relative to employment retention.

Exercise professional judgment, discretion, confidentiality and sensitivity in all communications.

Assist Program Supervisor.

Perform related duties as assigned.

Qualifications

Bachelor's degree.

Two years of workforce programs experience to include customer service experience.

Proficient with Microsoft Office applications.

Excellent communication skills (must speak, read, and write in English).
Multilingual (Spanish and/or Creole) preferred.

Required to be Tier I certified within 6 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Outreach Specialist	08-023	Min: \$24,877 - Max: \$42,516
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Outreach Specialist, Outreach Specialist/Receptionist, Business Outreach		

Description

Conduct outreach to program customers, develop OJT and worksite agreements with employers and CBO's, conduct home visits to re-engage customers, and follow-up with employers and customers.

Duties And Responsibilities

Conduct home visits to program customers in order to re-engage the participation.

Work with Career Advisors to place program participants in the appropriate activities.

Collaborate with staff to report results of re-engagement of customers.

Facilitate services to customers to remove barriers that affect the customers' ability to participate in program services.

Organize and collaborate with staff to develop worksites for customers assigned to community service, work experience, or OJT to fill job openings.

Visit worksites to supervise customers' activities and collect attendance logs.

Travel within an assigned area to provide employment services to customers.

Conduct follow-up service visits and document outcome of outreach in case file and in the required Management Information System (MIS).

Perform related duties as assigned.

Qualifications

Associates degree.

One year of workforce programs experience to include customer service experience.

Excellent communication skills (must speak, read, and write in English).

Multilingual (Spanish and/or Creole) preferred.

Required to be Tier I certified within 6 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Placement Specialist	09-023	Min: \$26,619 - Max: \$ 46,200
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Lead Placement Specialist, Placement Specialist, Job Specialist, Job Placement Specialist, Job Developer, UC/REA Representative		

Description

Develop relationships with employers to identify job opportunities for program customers; match qualified job seekers with employers' placement needs; provide job coaching and job counseling to program customers; and monitor Employ Florida Marketplace to ensure complete and updated job seeker registrations.

Duties And Responsibilities

Monitor Employ Florida Marketplace to ensure complete and updated job seeker registrations.

Identify and develop employment opportunities for program customers.

Work with Career Advisors to place program customers.

Collaborate with staff to report placement data.

Organize and collaborate on recruitment with other program staff to fill job openings.

Attend training opportunities that will enhance job related skills and program specific training.

Participate in business and trade organizations that promote workforce and economic development.

Conduct follow-up services and document placement and retention in case file.

Perform related duties as assigned.

Qualifications

Bachelor's degree.

Two year of workforce development or human resources experience to include customer service experience.

Proficient with Microsoft Office applications.

Excellent communication skills (must speak, read, and write in English)
Multilingual (Spanish and/or Creole) preferred.

Required to be Tier I certified within 6 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Employer Specialist	10-023	Min: \$31,418 - Max: \$ 52,714
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Employer Consultant, Employment Specialist		

Description

Identify businesses and industries to develop job placement opportunities for jobseekers and convert these opportunities into job orders for jobseekers; develop and manage On-the-Job Training (OJT) agreements with businesses in the Region; and coordinate employment activities at the career center.

Duties And Responsibilities

Identify businesses and industries to develop job placement opportunities for jobseekers and convert these opportunities into job orders for jobseekers.

Identify and develop employment opportunities for program customers.

Coordinate community service and work experience worksites.

Coordinate with employers on-site recruitments and pre-screenings

Develop and manage OJT agreements with businesses in the Region.

Work with employers to develop OJT and customized training in demand driven occupations

Provide leads to Business Consultants for those companies who may be interested in information on tax credits and financial incentives for available training services such as Employed Worker Training Program (EWTP) and On-the-Job Training (OJT).

Coordinate with staffing agencies and other organizations that provide placement services to ensure adequate employment opportunities exist for job seekers and program customers.

Track Career Center placements and implement initiatives to increase placement outcomes.

Organize and collaborate on recruitments with Career Advisor and other program staff.

Work with program Career Advisors to place program customers.

Duties And Responsibilities (cont'd)

Participate in business and trade organizations that promote workforce and economic development.

Attend training opportunities that will enhance job related skills and program specific training.

Perform related duties as assigned.

Qualifications

Bachelor's degree in business, public relations, marketing, human resources, or related field.

Two years of experience in workforce development or business i.e. marketing, public relations, or economic development.

Proficient with Microsoft Excel & Word applications.

Excellent communication skills (must speak, read, and write in English). Multilingual (Spanish and/or Creole) preferred.

Required to be Tier I certified within 6 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Business Consultant	11-023	Min: \$32,904 - Max: \$55,159
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Business Consultant		

Description

Interface with the business community within Miami-Dade and Monroe Counties and other duties as assigned by the SFWIB Business Services Manager; promote and develop training and financial business incentives (i.e. EWT, OJT, etc.); create a partnership with the contractors' Employer Specialists regarding interaction/collaboration with economic development agencies, chambers of commerce, industry focus groups, major job fairs, promotion of Customized Training Programs including Employed Worker Training Program (EWTP) and On the Job Training (OJT), and implement the Economic Development and Industry Sector Committee's agenda.

Duties And Responsibilities

Coordinate business training services.

Act as intermediary between businesses and Service Provider to establish and maintain cooperative relationship.

Maintain a well-defined marketing plan of action to market the services of the SFWIB effectively and to assess the needs of the business to assist in its growth.

Attend, exhibit, and present at conferences, trade associations, and events.

Coordinate special recruitments for businesses.

Coordinate opportunities for program customers through established relationships with businesses in Miami-Dade and Monroe Counties.

Promote initiatives enacted by the SFWIB Economic Development and Industry Sector Committee.

Provide follow-up services to businesses to assess satisfaction with services received.

Duties And Responsibilities (cont'd)

Promote high-skill, high-wage employment opportunities which meet the self-sufficiency standard for the region.

Perform related duties as assigned.

Qualifications

Bachelor's degree in business, public relations, marketing, economics, or related field.

Four years of experience in business i.e. marketing, public relations, or economic development.

Proficient with Microsoft Excel and Word applications.

Excellent communication skills (must speak, read, and write in English).

Multilingual (Spanish and/or Creole) preferred.

Required to be Tier I certified within 2 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Workforce Program Supervisor	12-023	Min: \$36,780 - Max: \$70,083
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Workforce Program Supervisor, Program Director, Director of Operations, Supervisor, STP Supervisor, Quality Assurance Specialist, Quality Assurance Manager, Intensive Services Supervisor		

Description

Manage, supervise, perform quality assurance, and monitor workforce program services and staff in the Career Center under the following programs: Workforce Investment Act (WIA), Wagner Peyser (WP), Supplemental Nutrition Assistance Program (SNAP), Welfare Transition (WT), and all other related programs.

Duties And Responsibilities

Responsible for the day-to-day oversight of a welfare transition/CAP, workforce investment act, SNAP or other Career Center program.

Evaluate programs' effectiveness and ensures that operational and contract requirements are met.

Monitor customer case files for eligibility documentation where appropriate, and accuracy of paperwork and provision of timely and appropriate services and identifies need for technical assistance.

Assist Workforce Center Director in setting of goals for individual employees and evaluation of employee performance.

Monitor and analyze performance on an ongoing basis, and report to management the progress made towards performance goals and implement Quality Assurance/ Improvement strategies.

Assist Workforce Center Director in assigning and maintaining work schedule for staff and ensure that availability of staff is sufficient to meet the needs of the customers of specified program(s).

Supervise, hire, and train new staff.

Ensure proper coordination of specified programs for training opportunities such as, On-the-Job Training (OJT) and Customized Training.

Perform related duties as assigned.

Qualifications

Bachelor's degree in business, public relations, human resources, or related field.

Two years of supervisory experience to include experience in workforce development, economic development, or human resources.

Proficient with Microsoft Office applications.

Excellent communication skills (must speak, read, and write in English)
Multilingual (Spanish and/or Creole) preferred.

Required to be Tier 1 certified within 6 months of employment.

Required to be Tier 2 certified within 9 months of employment.

Job Description

Job Title/Classification	Job Code	Salary Range
Workforce Center Director/Manager	13-023	Min: \$55,159 - Max: \$92,600
Job Status: Exempt/Permanent/Temporary		Location
Consolidated Classification(s): Center Director		

Description

Manage, supervise, and monitor Career Center operations, program services and staff, including but not limited to the day-to-day operation of the Career Center and the implementation and coordination of all adult and/or youth programs services.

Duties And Responsibilities

Ensure the obtainment of operational and contractual requirements for the Career Center and perform on-going monitoring on the achievement of performance goals.

Assign and maintain work schedule for staff and ensure that availability of staff is sufficient to meet the needs of the customers of specified program(s).

Perform monitoring to determine accuracy of paperwork, eligibility documentation and the provision of timely and appropriate services.

Monitor customer case files for eligibility documentation where appropriate, and accuracy of paperwork and provision of timely and appropriate services.

Coordinate provision of services with partner agencies.

Oversee the collection and analysis of customer satisfaction data.

Oversee center activities, such as job fairs for customers and employers.

Ensure accuracy of customer financial information, preparation of purchase orders, certification of vouchers and review of invoices.

Ensure that appropriate referrals to training opportunities such as ITAs or OJT are being done as required.

Develop and implement Quality Assurance/Improvement strategies.

Duties And Responsibilities (cont'd)

Ensure the Career Center's compliance with all applicable federal, state, and local policies, procedures and regulations.

Supervise, hire and train new staff.

Attend community meetings and ensures staff has current information on services.

Represents the agency at meetings and conferences.

Perform related duties as assigned.

Qualifications

Bachelor's degree in business, public administration, or human resources.

Masters degree preferred.

Four years of management and supervisory experience to include experience in workforce development, economic development, or human resources.

Proficient with Microsoft Office applications.

Excellent communication skills (must speak, read, and write in English)
Multilingual (Spanish and/or Creole) preferred.

Required to be Tier 1 certified within 6 months of employment.

Required to be Tier 2 certified within 9 months of employment.