

JOB OPENING

Job Title: Career Center Manager –Part Time
Department: Operations
Reports To: VP Operations
Salary: \$29.40 per hour (20 hours)
FTE: 1 PT Open Position
Location: 600 Butler Farm Road, Hampton Virginia

SUMMARY:

While delivering innovative solutions, exceptional service and trusted results, the Assistant Manager will work with Workforce Board staff, partner staff, case management staff and other to provide the day-to-day guidance for the Career Center. The Assistant Manager will work closely with the Center staff in the daily operations while performing professional and technical work monitoring performance to endure contract compliance, quality of services provided, and positive outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Facilitates the operation of the One Stop Center by convening regular team meetings.
2. Engage new partners in the workforce development system.
3. Coordinates a collaborative partner lead approach in support of the provision of basic career series provided in the One Stop Career Center.
4. Promotes effectively integrated, cross agency business practices among the One Stop Career Center partners.
5. Works with Career Center Staff to ensure that career services, case management and job readiness and placement services are carried out consistent with policies and procedures.
6. In partnership with Career Center Staff develop training materials for systems and programs.
7. Design, develop and implement quality control procedures.
8. Work with Career Center partners to create seamless customer flow and efficiencies.
9. Track performance and deliverables of the Center and reviews results with senior level staff to ensure program outcomes and benchmarks are obtained.
10. Lead staff development efforts and continuing professional development initiatives.
11. Ensure program compliance align with contractual requirements for benchmarks and system integration.

12. Recommends methodologies for continuous improvement.
13. Create methodologies for partner referrals, meetings and customer feedback.
14. Serve as a liaison to partners, prospective employers, training programs and the customers.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Innovative, enthusiastic, problem solving aptitude
- Experience in career services, job training and related services
- Ability to work with and support a diverse customer base
- Ability to motivate, and support staff
- Commitment to assisting low income and disadvantaged individuals in overcoming barriers to achievement and success in their personal and work lives
- Excellent verbal, presentation and written communication skills

EDUCATION and/or EXPERIENCE

Bachelor's degree in Human Services, Education or Business Management and/or five years of related experience and or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

COMPUTER SKILLS

The ability to understand and display proficiency in software such as Microsoft Word, Excel and PowerPoint. Ability to master various data reporting systems as required.

OTHER SKILLS AND ABILITIES

Multilingual a plus

To apply:

Submit Cover Letter and Resume to:

Donna DeMattia, Manager, Human Resources

ddemattia@workplace.org