



JOB OPENING

Job Title: SYSTEM DIRECTOR
Department: Operations
Reports To: VP of Operations
Classification: Exempt
Location: Bath, Elmira, Montour Falls, & Hornell Career Centers

SUMMARY

The Director is responsible for the overall strategic operation of the Bath, Elmira, Montour Falls, & Hornell Career Centers operation, staff and programs. The Director must ensure each center attains measurable outcomes that aligns with contractual obligations and enhances the programs and services of the employment and training system. Evaluates and reports the real impact of the program initiatives that result in the infusion of continuous improvement methodologies for the benefit of the customer.

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

1. Works with senior staff to create operational goals for the Career Centers.
2. Sets objectives for staff, supervises and evaluates job performance.
3. Oversees system design, policies, and implementation.
4. Designs, develops, implements and coordinates collaborative programs and new workforce development projects.
5. Provides technical assistance and training to staff, subcontractors and collaborating agencies.
6. Works with representatives from Federal, State and local agencies to develop and coordinate collaborative programs.
7. Develops community contacts, planning groups and collaborators to assist in the design, development and implementation of Career Center programs.
8. Works closely with system partners to align programs to create a seamless system of service delivery.
9. Coordinates business outreach strategies to increase industry participation in the workforce development system.
10. Expands network of partners and assists in the development of access points for service in the community.
11. Oversees program design, procedures, implementation, evaluation and corrective action.

12. Interprets laws and regulations, and evaluate programs for compliance.

SUPERVISORY RESPONSIBILITIES

Responsible for general administrative or executive supervision of Career Centers activity. Oversees the staff of the Career Centers, and monitors partner involvement. May review expenditures, budget and costs for the Centers.

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.

- Highly innovative, enthusiastic individual with keen problem solving aptitude
- Experience in career services, job training and related services
- Ability to present information to various stakeholders, orally and in written form
- Understanding of related Federal, State and Local Statutes, Regulations and Policies
- 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 Business, Public Administration or Human resources; Masters preferred. Four to ten years related experience and/or training; or equivalent or a combination of education and experience.

COMPUTER SKILLS

The ability to understand more advance computer skills and be proficient in the intermediate knowledge of software such as Microsoft Word and Excel.

OTHER SKILLS AND ABILITIES

Multilingual preferred

To apply:

Submit Cover Letter and Resume to:
Donna DeMattia, Manager, Human Resources
ddemattia@workplace.org