

JOB OPENING

Job Title: SYSTEM MANAGER
Department: Operations
Reports To: VP Operations (Bridgeport, CT)
Classification: Exempt
Location: netWORKri - Providence

SUMMARY

While delivering innovative solutions, exceptional service and trusted results, the System Manager will provide support to the System Director related to the implementation, management and operation of the One-Stop Center system in the Greater Rhode Island Workforce Development area as governed by the Workforce Innovation and Opportunity Act (WIOA). This position is responsible for ensuring that the service delivery system at the comprehensive One-Stop Center and the affiliate sites fully integrate the services, protocols and quality standards that conform to the local board's Strategic and Operations plans and related policies.

The System Manager shall support the local board's structure for design and implementation of customer services within the One-Stop System. This position will coordinate the service delivery of the partners and service providers of the centers as part of the daily operations. The System Manager will perform professional and technical work monitoring performance to ensure contract compliance, quality of services provided, and positive outcomes.

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

1. Manage the daily operations of the One-Stop building to include hours of operation, coordinate and schedule facilities usage such as, but not limited to classrooms, work areas, resource center, and assessment and conference rooms. Coordinate the timely and efficient handling of incoming telephone calls by staff, arrange and coordinate the staffing of a resource area for us by the public and coordinate the delivery of workshops conducted by partner staff that will enable One-Stop customers to become job and training ready.
2. Work with System Director to ensure the One-Stop system is fully aligned with WIOA State and local plans. Collaborate with the local Workforce Development Board (WDB) on oversight of the One-Stop center and enforce the WDB's policies.
3. Develop cross referral protocols in partnership with One-Stop partners and community service providers and coordinate a triage system for One-Stop customers that best directs them to the most appropriate services offered by all partners via single point of entry.

4. Foster partnerships within the One-Stop center to function as a multi-agency team and promote and participate in collective accountability that recognizes both system outcomes and individual partner's program outcomes.
5. Outreach to bring in additional resources to the One-Stop. Ensure to follow branding protocol and compliance with American with Disabilities Act (ADA) accessibility standards and present a professional, well-maintained environment. Outreach to businesses to educate them about the services available throughout the One-Stop System.
6. Collaborate with the appropriate entities, including local board staff and Business Workforce Center staff to provide business access to information on a variety of workforce topics in order to create more business demand driven system.
7. Provide access to businesses for in person opportunities to meet with jobseekers and access to screened jobseekers based on the employers' skill requirements through the employRI.org system.
8. In partnership with the System Director and partners develop the training materials for systems and programs and lead professional development initiatives. Facilitate training sessions among One-Stop partners where each partner's programs and detailed procedures will be made known to all of the other partners.
9. Evaluate customer satisfaction (jobseekers and businesses) and attainment of WIOA goals and objectives. Collect feedback from organizations whose clients are served by the One-Stop System. Increase customer satisfaction by developing flows and processes that are driven by the feedback collected.
10. Facilitate problem solving and continuous improvement activities for the One-Stop Center. Design, develop and implement quality improvement procedures. Recommend improvements.
11. Serve as a liaison to partners, prospective employers, training programs and the customers.
12. Provide other services as assigned.

SUPERVISORY RESPONSIBILITIES

Responsible for own work, oversight and coordination of activities within the One-Stop System.

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.

EDUCATION and/or EXPERIENCE

Bachelor's degree or equivalent from four-year college; or two years 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 use Microsoft Outlook for email and scheduling. Ability to master funder's data reporting systems as required.

OTHER SKILLS AND ABILITIES

Bilingual Spanish language preferred

CERTIFICATES, LICENSES, REGISTRATIONS

Experience with Workforce Opportunity and Innovation Act (WIOA) and/or other One-Stop System programs. Experience working in a One-Stop System in any role.

To apply:

Submit Cover Letter and Resume to:
Lauren Kelman, Program Assistant, National Initiatives
lkelman@workplace.org