

## JOB OPENING

**Job Title:** Virginia Career Works (VCW) – Hampton Roads Region System Coordinator (One-Stop Operator) – Part Time  
**Department:** Operations  
**Reports To:** VP Operations  
**Salary:** \$25 per hour (28 hours)  
**FTE:** 1 PT Open Position  
**Location:** Norfolk, VA

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### SUMMARY:

This position works in cooperation with VCW-Hampton Roads Region partner organizations, service providers and workforce development board in order to provide for the overall effective and efficient coordination and delivery of services and resources to customers through a network of one (1) Comprehensive and multiple Affiliate VCW Centers in the Hampton Roads Region. As the primary System Coordinator, this position develops and maintains critical relationships with partners and service providers in order to ensure the ongoing provision of resource commitments set forth in the System Memorandum of Understanding (MOU). This position serves in the role of Convener and does not directly supervise or manage VCW Center Staff.

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

1. Facilitates the operation of the System by convening regular Partner Leadership Team meetings.
2. Engages new partners in the System in consultation with the workforce development board.
3. Coordinates a collaborative partner- led approach to ensure the delivery of Basic Career Services in the Centers.
4. Promotes effectively integrated, cross agency business practices among the System partners.
5. Works with Center Staff to ensure that services are carried out consistent with applicable requirements, policies and procedures, in a seamless manner from the customer's perspective.
6. In collaboration with the Partner Leadership Team and workforce development board, identify and develop training materials and/or identify best practices for System services and activities.
7. Compiles and submits reports to the workforce development board and attends meetings, as requested.
8. Works with the System Business Services Team in order to assist with their activities.

9. Establishes and maintains a customer satisfaction process for job seeker and business customers, analyzes the results and provides to the Partner Leadership Team and workforce development board.
10. Facilitates System staff development efforts and continuing professional development initiatives.
11. Ensures that System operations align with contractual requirements, State and federal rules and regulations and the workforce development board's local plan and strategic goals.
12. Recommends areas for continuous improvement to the workforce development board.
13. In collaboration with the Partner Leadership Team, develops processes and practices for customer referrals, data sharing, quality control and outreach, for approval by the workforce development board.
14. Facilitates the Center Certification Process in accordance with State and federal requirements and ensures ongoing compliance with such.

### **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.

### **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

### **CERTIFICATES, LICENSES, REGISTRATIONS**

N/A

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To apply:

Submit Cover Letter and Resume to:

Lauren Kelman, Program Assistant, National Initiatives

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