

JOB OPENING

Job Title: OPPORTUNITY CENTER MANAGER – FULL TIME
Department: Operations
FTE: 1 FT Open Position
Location: BCIOC 550 30TH STREET – SUITE 102 NEWPORT NEWS, VA

SUMMARY:

While delivering innovative solutions, exceptional service and trusted results, the Opportunity Center Manager will work with the City of Newport News, staff, partner staff, case management staff and others to provide the day-to-day guidance for the Opportunity Center. The Opportunity Center Manager will work closely with the Center staff in the daily operations while performing professional and technical community and business engagement, Center activities including training, workshops, grant support, 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 Brooks Crossing Opportunity Center by convening regular team and partner meetings.
2. Engage new partners in the workforce development system, business training models, grants and innovation services next door in Brooks Crossing.
3. Coordinates a collaborative partner lead approach in support of the provision of basic career series provided in the Opportunity Center.
4. Promotes effectively integrated, cross agency business practices among the Opportunity Center partners.
5. Works with Opportunity 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 Opportunity Center Staff develop training materials for systems and programs.
7. Design, develop and implement quality control procedures.
8. Work with Opportunity Center partners to create seamless customer flow and efficiencies.
9. Understand Opportunity Center partner Memorandum of Understanding and deliverables.

10. Track performance and deliverables of the Center and reviews results with senior level staff to ensure program outcomes and benchmarks are obtained.
11. Lead staff development efforts and continuing professional development initiatives.
12. Ensure program compliance align with contractual requirements for benchmarks and system integration and the overall safety of the Center.
13. Recommends methodologies for continuous improvement.
14. Create methodologies for partner referrals, meetings and customer feedback.
15. Serve as a liaison to partners, prospective employers, training programs and the customers.
16. Other duties as assigned for a new Opportunity Center in the community.

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
- Excellent time management skills
- 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
- Awareness of industry clusters and career pathways
- Expertise with grant management, non-profits, Human Services, WIOA, and various databases a plus

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. CWDP or other Workforce Development Certificate preferred but not required.

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:

Lauren Kelman, Program Assistant, Human Resources

lkelman@workplace.org