JOB OPENING

Job Title: CAREER CENTER MANAGER – PART TIME
Department: Operations
Reports to: VP of Strategic Planning & Compliance
Salary: $29.40 per hour (approximately 20 – 25 hours)
Location: 600 Butler Farm Road
Hampton, Virginia

SUMMARY:
While delivering innovative solutions, exceptional service and trusted results, the Career Center Manager will work with the Workforce Development Board staff, partner staff, case management staff, business leaders, non-profit organizations, and others to provide the day-to-day guidance for the operations of the One Stop Career Center (Career Center). The Career Center Manager will work closely with Career Center staff and partners in the daily operations while performing professional and technical community and business engagement functions as well as monitoring performance to endure contract compliance, quality of services provided, and positive outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Facilitate the operations of the Career Center by convening regular team, community, industry, and partner meetings.
2. Engage new partners in the workforce development system.
3. Coordinate a collaborative, partner-lead approach in support of the provision of basic career series provided in the Career Center.
4. Promote effectively integrated, cross agency business practices among the Career Center partners.
5. Works with Career Center staff to ensure that career and placement services are marketed to the community at large and regional partners while also being carried out in a manner consistent with policies and procedures.
6. Design, develop and implement quality control procedures.
7. Work with Career Center partners to create seamless customer flow and efficiencies.
8. Understand partners’ Memorandum of Understandings and deliverables.
9. Track performance and deliverables of the Career 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 the Career Center’s compliance with governing laws and regulations.

12. Recommend methodologies for continuous improvement.

13. Develop systems for partner referrals, meetings and customer feedback.

14. Serve as a liaison to partners, prospective employers, training programs and the customers.

15. Perform other duties as assigned by the Workforce Board.

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, business acumen, and related services
- Experience and ability to work with and support a diverse customer base
- Ability to motivate and support colleagues
- Commitment to assisting low income and disadvantaged individuals in overcoming barriers to achievement and success in their personal and work lives
- Excellent verbal and written communication skills
- Awareness of local area industries and community partners

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
IT applications: Windows 10, Apple TV, Copier functions, Outlook 2019 and Outlook 365, MS Office 2019, and graphic design. 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, HR Specialist
lkelman@workplace.org

Center Management 10/19