

### Class Concept

This is professional work in the management of a career center(s) in a prosperity zone with a limited civilian labor workforce, moderate industry diversity, and involvement in a full range of programs for the Division of Workforce Solutions (DWS). Work involves developing, within established policies and procedures, an organizational plan for career center activities; adjusting the plan to meet changes in workloads and services offered/needed; and supervising/directing the activities of subordinate career center staff and office support personnel. Positions perform community outreach roles by fostering contacts with employers in their service areas. They promote the use of available employment services and develop linkages with local, state, and federal organizations providing comprehensive program packages that assist in removing employment barriers. As a negotiator for the Department of Commerce this position requires a high degree of collaboration and coordination in developing and implementing prosperity zone workforce delivery systems. Technical assistance is provided by state-level program specialists. Work is performed independently under the administrative supervision of a higher-level DWS Career Employment Services Manager or regional Program Development Coordinator based on the quality and quantity of work performed and its conformance to established policies and standards.

Work at this level encompasses coordinative and strategic interaction with the Workforce Development Board and negotiation of partnership agreements within their prosperity zone human service providers. Work also requires independent development and adjustment of work assignments, schedules, and determination of workflow in collaboration with subordinate supervisors or other career center management. Positions manage and monitor center budgets, develop operating procedures and rules, quality and quantity work standards, and guidelines, and ensure that work is carried out in accordance to them.

Work at this level involves full responsibility for the direct and indirect management and supervision of professional staff, to include Career Employment Services Consultants I and II and Career Employment Services Supervisors I and II, and office support personnel stationed at one or more career centers and out-stationed offices that offer a broad range of services. Out-stationed offices can be physically located outside this position's duty station.

### Recruitment Standards

#### Knowledge, Skills, Abilities

- Thorough knowledge of the organization, operations, and objectives on career exploration, career development, and service delivery with knowledge of the laws governing the programs
- Thorough knowledge of industrial and employment conditions within the state
- Thorough knowledge of a variety of human resource programs offered in the service area
- Thorough knowledge of modern office procedures, practices, and equipment
- Ability to plan, assign, direct, and review the work of subordinate staff in varied areas of technical and administrative responsibility
- Ability to plan and direct a public relations program using a variety of publicity formats, including press, radio, television, and visual displays
- Ability to direct the training of career center consultants in the use of standard career and employment services techniques and procedures
- Ability to analyze and interpret data related to local employment economic conditions
- Ability to establish and maintain working relationships with applicants, employers, community organizations, and the public
- Ability to express oneself clearly and concisely in oral and written form

#### Minimum Education and Experience

Bachelor's degree from an appropriately accredited institution and four years of experience in public or private employment service-related work including two years in a supervisory capacity; or

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

Associate degree from an appropriately accredited institution and six years of experience in public or private employment service-related work including two years in a supervisory capacity; or an equivalent combination of education and experience.