

### Class Concept

This is professional work in the management of career center(s) in a prosperity zone with a moderate to extensive civilian labor force, a considerable to extremely diverse labor market, and management of the full range of programs for the Division of Workforce Solutions (DWS). Work involves developing, within established policies and procedures, an organizational plan for all career center activities; adjusting the plan to meet changes in work loads and services offered; and supervising and directing the activities of subordinate career center staff and office support personnel. Positions demonstrate a strong community outreach role by fostering contacts with employers in their service area. They promote the use of available employment services and develop linkages with local, state, and federal organizations providing a comprehensive program package that assists 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 regional Program Development Coordinator.

Work at this level encompasses coordinative and strategic interaction with the Workforce Development Board and the negotiation of partnership agreements with prosperity zone human service providers. Work also requires the independent development and adjustment of work assignments, schedules, and determination of workflow in collaboration with subordinate supervisors, managers, 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 with them.

Work at this level involves full responsibility for the direct and indirect management and supervision of professional staff, including Career Employment Service Consultants I and II, 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. This classification is distinguished from Career Employment Services Manager I by the increased size of the civilian labor force as well as larger variety of complexity industries within the large geographic area served, as well as variety in Workforce Development Board partnerships and collaborations.

### Recruitment Standards

#### Knowledge, Skills, Abilities

- Thorough knowledge of the organization, operations, and objectives involving 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 broad variety of human resources 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 which requires the use of a variety of 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 orally and in writing

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

Minimum Education and Experience

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

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