

Class Concept

This is senior management level work involving the coordination of division and local workforce board business services as well as ensuring clients and business are being serviced through the integrated service delivery program. Work involves collective organization and direction of local career centers within one of eight assigned geographic areas across the state. Positions in the class assist career center managers in developing strategies to gain local office acceptance in the community, and developing their annual operational plan, goals for contracted programs, and long-range goals for new initiatives; provide guidance for field management regarding efforts to collaborate and integrate services with other workforce development agencies; and coordinate operational and functional activities among offices with other governmental agencies commensurate with objectives and in accordance with mandated laws, rules, and regulations.

Work includes , evaluating local office activities through various reports and computer-generated printouts; determining the impact and feasibility of assigning staff to off-site locations; interpreting policies, procedures, and regulations to field personnel; and recommending revised policies and procedures to department management. Positions meet, confer, and negotiate on a regular basis with corporate executives, community college presidents, government agency directors, community and political leaders through mutual involvement with Career Centers, Workforce Development Boards, welfare reform initiatives, and local and regional economic development efforts.

Recruitment Standards

Knowledge, Skills, Abilities

- Thorough knowledge of the organization, operation, and objectives of the Division of Workforce Solutions and local Workforce Development Boards in assigned regions.
- Considerable knowledge of the occupational composition and employment conditions common to the industrial and commercial establishments of the state.
- Considerable knowledge of the principles and practices of public administration, office management, and office organization and the ability to evaluate work methods and personnel assignments and to initiate transfer of personnel among local offices within region to meet changes in workload or program activities. Ability to interpret, explain, and apply state and federal laws and policies which govern local office operations including the payment of unemployment insurance benefits.
- Ability to plan and direct a public relations program which requires the use of a variety of media including radio, television and newspapers.
- Ability to establish and maintain working relationships and advance the agency's position with employees, community leaders and organizations, workforce development professionals and the general public.
- Ability to communicate clearly and concisely in oral and written to inform, influence, negotiate.

Minimum Training and Experience Requirements

Bachelor's degree from an accredited institution and seven years of experience in public or private employment service related work including four years in a supervisory capacity; or an equivalent combination of education and experience.

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