

Class Concept

This is professional supervisory work in a career center with a full range of programs with limited complexity in 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 by fostering contacts with employers in their service area to promote the use of available employment services. They promote localized comprehensive program services provided by DWS and associated local, state, and federal affiliates that assist in removing employment barriers. Work is performed independently under the administrative supervision of a DWS Career Employment Services Manager or regional Program Development Coordinator. Technical assistance is provided by state-level program specialists. Work is evaluated and reviewed by the 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 may encompass collaborating with local human service providers and the independent development, adjustment of work assignments and schedules, determining workflow in collaboration with center management. Work also requires the management and monitoring of center budgets; developing operating procedures and rules, quality and quantity work standards and guidelines, and ensuring 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 local career center professional personnel, to include Career Employment Services Consultant I and II, and office support personnel to direct a range of program services.

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 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 which requires the use of a variety of publicity media, 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

Minimum Education and Experience

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

Associate degree and four years of experience in public or private employment service-related work including experience in a lead, coaching, or mentoring capacity; or an equivalent combination of education and experience.