

Class Concept

This is professional work managing a moderately complex career center providing the full range of programs in the Division of Workforce Solutions (DWS). This 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; and supervising and directing the activities of subordinate career center staff and other office support personnel.

Positions perform community outreach role by fostering contacts with employers in their service area. 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 Career Employment Services Manager or regional Program Development Coordinator, and technical assistance, as needed, is provided by state-level program specialists. Work at this level may include collaborating with local human service providers and the independent development and adjustment of work assignments and schedules by determining workflow in collaboration with subordinate supervisors or other center management. Work may require 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 staff, to include Career Employment Services Consultants I and II, and office support personnel stationed to direct a range of program services. This classification is distinguished from the Career Employment Services Supervisor I by increased variety and complexity of industries in the geographic area, size of the NC Works Career Center, and Workforce Development Board partnership and collaboration.

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 three years of experience in public or private employment service-related work including experience in a lead, coaching, or mentoring capacity including one year in a supervisory or lead capacity; or

Associate degree and five years of experience in public or private employment service-related work including experience in a lead, coaching, or mentoring capacity including one year in a supervisory or lead 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.