

### Class Concept

This is professional work in the management of a career center in an area with a limited to moderate civilian labor work force, moderate to considerable diversity of industry, and involvement in the 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 work loads and services offered/needed; and supervising/directing the activities of subordinate career center staff and office support personnel. Employees perform a community outreach role by fostering contacts with employers in the service area to promote the use of available employment security services and develop linkages with local, state, and federal organizations to provide a comprehensive program package that assists in removing employment barriers. As negotiator of the Department of Commerce, Division of Workforce Solutions (DWS) role in the community, a high degree of collaboration and coordination in developing and implementing local area workforce delivery systems is required. Work is performed independently under the administrative supervision of a regional operations director. Technical assistance is provided by state-level program specialists and work is evaluated and reviewed by the regional operation director on the basis of the quality and quantity of work performed and its conformance to established policies and standards.

Work at this level encompass the negotiation of partnership agreements with local human service providers; the independent development, adjustment of work assignments and schedules and determination of workflow in collaboration with subordinate supervisors; the management and monitoring of center budgets, as well as the responsibility for 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 less than 30 professional and office support personnel that may be stationed at one or more career centers and out-stationed offices.

### Recruitment Standards

#### Knowledge, Skills, Abilities

- Thorough knowledge of the organization, operations, and objectives of the Division of Workforce Solutions and local Workforce Development boards.
- Thorough knowledge of industrial and employment conditions within the state.
- Thorough knowledge of a great variety of human resource programs offered in the service area. Considerable 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.
- Ability to establish and maintain working relationships with applicants, employers, community organizations, and the general public.
- Ability to express oneself clearly and concisely in oral and written form.

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

Minimum Training and Experience Requirements

Bachelor's degree from an appropriately accredited institution and four (4) years of experience in public or private employment service related work including one year in a supervisory capacity; or

Associate's degree from an appropriately accredited institution and six (6) 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.

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