

APPRENTICESHIP ASSISTANT DIRECTOR

Work in this class involves the supervision, coordination, administration, and management of professional employees engaged in implementing and enforcing the provisions of the North Carolina General Statute, Chapter 94, Apprenticeship and any rules & regulations pertaining to apprenticeship operations under the authority of Chapters 95 and 143A-71 of the state general statutes which establish the North Carolina Department of Labor and places Apprenticeship in the department. The Assistant Director supervises employees in a statewide program. The position trains, supervises, and reviews the fieldwork of the Apprenticeship Specialists.

I. SUPERVISORY/MANAGERIAL FUNCTIONS:

Planning – Employee participates with the Director in establishing the Bureau’s long and short-term goals and objectives as they relate to operational procedures. Employee plans or assists new Apprenticeship Specialists in planning all activities including priorities, deadlines, and goals. This includes balancing workloads and establishing priorities in order to assure prompt reaction to inquiries, requests for training & technical advice, and complaints. Schedules own activities to include random review of permanent Apprenticeship Specialists.

Organizing and Directing – Employee monitors & reviews Apprenticeship Specialists’ independently developed schedules. Employee may make minor adjustments in work methods or procedures and may direct adjustments in work schedules or work flow in response to inquiries, requests for training & technical advice and complaints. Supervises the completion of all pertinent training and operations of office support staff.

Budgeting – Employee is responsible for operating within the established budget and recommends new budget needs such as training materials, equipment and staffing needs to the Director. Employee provides direct input to Director with recommendations for expansion budget proposals and justification of needs provided to Deputy Commissioner.

Training – Employee orients new employees; performs initial and on-going informal and formal training to the Apprenticeship Specialists in all phases of technical fieldwork. Employee is responsible for updating staff relative to new policies, procedures, and methods; planning in-service training sessions; and evaluating staff performance to determine effect of formal and informal training programs. Employee directly participates as a co-trainer and provides on-the-job training to employees.

Setting Work Standards – Employee develops internal policies and procedures for staff based on production goals and quality standards. Employee assures that all policies, procedures, and work standards are carried out. Employee drafts or recommends changes to operations procedures and work plans, which provide instructions for Apprenticeship Specialists relative to program strategies and general policies and procedures.

Reviewing Work – Employee regularly audits the performance of the Apprenticeship Specialists through on-site observations, review of apprenticeship agreement, reports and schedules, staff meetings, and supervisory conferences.

Counseling and Disciplining – Employee conducts counseling sessions and is involved in both informal and formal disciplinary actions for field and administrative office support staff. Guidance is received from the Apprenticeship Director and Human Resources as needed on formal disciplinary actions.

Performing Other Personnel Functions – Employee interviews applicants and participates in the selection process. Employee conducts annual performance evaluations and makes recommendations regarding salary adjustments and increases.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - The overall work is relatively stable. Work is performed independently with responsibility for interpretation of official policy, state & federal legislation, court decisions, and administrative and policy interpretations related to apprenticeship regulations, guidelines and rules.

Variety of Work Supervised - Assistant Director provides both technical and administrative supervision to Apprenticeship Specialists in all aspects of the program areas administered in the bureau. The Assistant Director provides administrative supervision to the administrative office support staff.

Number of Employees Responsible For - Employee supervises nineteen Apprenticeship Specialists within a geographic area of the entire state.

III. EXTENT OF SUPERVISION RECEIVED - Employee submits reports and meets with the Director on a regular scheduled basis. Major problems or changes to immediate objectives, projects, and methods of operation, organization, personnel and program design are discussed with the Director.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - Working hours are usually 40 per week. Daily schedules may be fluctuating in accordance to the schedules of operations of clients.

Fluctuating Work Force - N/A

Physical Dispersion of Employees - Employees are home based and located throughout the state.

V. RECRUITMENT STANDARDS:

Knowledge, Skills and Abilities - Thorough knowledge of the State and Federal regulations governing Apprenticeship. Considerable knowledge of managerial practices and methodology. Ability to understand and interpret laws, standards, and regulations applicable to the apprenticeship & training programs. Ability to establish and maintain effective working relationships with management, State and Federal officials, and the general public. Ability to communicate effectively in written and oral form. Ability to train and supervise other workers.

Minimum Training and Experience Requirements - Graduation from a four-year college or university preferably, with a degree in business or public administration, adult education, or related field and four years of experience in the field of personnel, labor relations, business management with two years being directly involved with apprenticeship and training programs; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of this classification and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.