

## WORKFORCE DEVELOPMENT DIRECTOR

### General Statement of Duties

Performs advanced professional and managerial work planning, organizing, and directing the employment and training programs in a regional ten county area consistent with the federal Workforce Investment Act (WIA).

### Distinguishing Features of the Class

An employee in this class plans and directs the ten county employment and training programs in accordance with laws and program guidelines. Employee is involved in full range of managerial duties including long and short-term program planning, budgeting, procurement, grants, establishing procedures and standards that govern the administration of the service delivery area programs. Work also includes working with Boards to set policy direction and priorities; coordinating and facilitating working relationships with various boards, governmental agencies, other service providers, business community, employers, community colleges and other educational institutions. Work also involves supervising staff, developing vision and mission, communication, motivation, staff development, and related management activities. Determining program effectiveness and recommending changes to program administration are on-going components. Work is performed in accordance with state and federal guidelines and organizational policies and procedures. Work is performed under the general guidance of the Executive Director and reviewed by client and community acceptance, compliance with regulations, and program effectiveness.

### Duties and Responsibilities

#### Essential Duties and Tasks

Leads and participates in the development of policy, vision, and mission and related program design of the ten county region for employment and training programs; works with boards, staff, and other related agencies in collaboratively planning and implementing service delivery; performs short and long term program planning; collects necessary data and client and partner input to conduct program evaluation and leads in program re-design to increase program effectiveness.

Performs all personnel related functions including recruitment and selection, performance evaluation, training, staff development, motivation, leadership, conflict resolution, communication and building shared vision.

Oversees and participates in grant development and administration, budget development, procurement, and related fiscal monitoring and reporting; coordinates with agency fiscal staff as needed.

Works with a wide variety of community and governmental agencies, educational institutions, employers, businesses and other groups to identify comprehensively needs and strategies; markets programs; promotes community education and awareness related to training and employment issues.

Leads in developing five year plans, policies and strategies; develops contracts; provides technical guidance.

Participates in Rapid Response activities for worker dislocations.

Provides leadership for the development, chartering, and oversight of the JobLink and/or One Stop Career Center System in the region; acts as liaison to the Chambers of Commerce, Economic development Commissioners, local elected officials, etc.

Staffs various Boards related to workforce development; engages private, public and non-profit agencies in joint missions; oversees preparation of Board agendas and minutes; evaluates Board effectiveness and recommends strategies as necessary.

Supervises and participates in establishing necessary records, preparing reports, and insuring record and program compliance with WIA.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of law and policies governing WIA and related laws, programs and guidelines and administrative requirements, including the One Stop and/or JobLink Career Center System.

Thorough knowledge of the principles, practices and regulations related to employment and training programs.

Knowledge of the principles of program planning, design, and evaluation.

Considerable knowledge of the physical, economic, and social characteristics of the Service Delivery Area.

Considerable knowledge of the application and use of information technology to programming, program evaluation, monitoring and reporting.

Considerable knowledge of organizational policies and procedures related to personnel, budgeting, and purchasing.

Skill in the use of meeting facilitation, negotiation, mediation, conflict resolution, and problem-solving.

Ability to effectively and efficiently supervise a program and staff including all related functions associated with personnel, program administration, budget monitoring, and evaluation.

Ability to provide leadership in the development and communication of mission, vision, program goals, etc.; and create collaborative shared vision and efforts among varied related agencies in attainment of these goals.

Ability to establish and maintain effective working relationships with agencies, local governments, private industry, general public, state agencies, and other Commission personnel.

Ability to build and maintain cooperative and effective public relations with the community.

Ability to establish and maintain effective data collection and records management systems and prepare technical reports and documents.

Physical Requirements

Must be able to physically perform the basic life operational functions of talking and hearing.

Must be able to perform sedentary work and exert up to 10 pounds of force occasionally.

Must possess the visual acuity to perform extensive reading, administrative, and computer work.

Desirable Education and Experience

Graduation from an accredited college or university with a Masters degree in human services, public administration, psychology, social work, or related field and considerable experience of a progressive responsible nature in management of employment and training programs; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina driver's license.