



Job Description

Job Title	Career Center Manager		
Employed by	Dynamic Workforce Solutions		
Reports to	Title	Project Director	

Salary	\$40,000 - \$60,000	Type of position: FT	Hours <u>40</u> / week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt
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**PURPOSE**

Responsible for overall operations and performance of the Career Center and continual improvement of center operations. Center operations include efficient customer flow, delivery of high quality customer service, and implementation of policies and procedures in adherence to federal, state, and local guidance. Direct, coordinate, and review activities of Sector Leads, Team Leads, and other direct reports assigned to meet performance objectives.

**KEY ACCOUNTABILITIES**

- **Performance Goals** – Manage and lead center staff to exceed performance goals including placements, referrals, and program specific goals. *Measure – Achieve contract performance measures for the assigned center(s).*
- **Leadership and Communication** – Be actively engaged within all relevant operations that lead to the success of staff, sectors, center(s), and programs. Analyze industry-based data, identify and communicate business needs, and mobilize staff to take action. *Measure – Percent of staff and teams achieving expected performance measures; timely and quality implementation of procedures.*
- **Customer Satisfaction** – Ensure that the sectors and departments are appropriately engaging customers to exceed customer satisfaction standards. Customers include both career seekers and employers. *Measure – Achievement of customer survey response and rating goals.*
- **Personnel management** – In coordination with Sector Leader, Program Manager, General Manager, and other partners, responsible for all facets of personnel management to include: hiring, development, performance review/evaluation, corrective action, and termination. *Measurement – Meeting annual staffing budget for assigned center; percent of staff and teams achieving expected performance measures.*
- Other duties and responsibilities as assigned.

**WORK EXPERIENCE REQUIREMENTS**

- Minimum of 5 years in direct multi-unit or multi-product operations management required with 3 years minimum as a supervisor.
- Previous experience in workforce development preferred.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Interpret and understand program policy and establish necessary work processes and procedures.
- Manage multiple priorities to ensure that deadlines are met.
- Ability to engage, understand, and respond to the needs of customers including employees, career seekers, employers, and community partners.

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<ul style="list-style-type: none"> <li>– Must have the ability to work in a fast-paced and diverse environment.</li> <li>– Ability to lead and motivate groups to achieve goals.</li> <li>– Ability to analyze industry-based data to identify trends and mobilize staff to take action.</li> <li>– Understand the recruitment, data entry, and customer requirements for all funding streams.</li> <li>– Strong ability to coordinate with internal and external partners.</li> <li>– Knowledge of recruiting practices.</li> <li>– Proficient with Microsoft Office.</li> <li>– Excellent verbal and written communications skills are necessary.</li> <li>– Experience with Employ Florida Marketplace (EFM), One-Stop Service Tracking (OSST), and FLORIDA preferred.</li> </ul>			
<b>APPLICABLE STRENGTHS THEMES</b>			
<p>CareerSource Capital Region is a Strengths Management organization. For a brief description of the Strengths themes go to: <a href="http://www.strengthstest.com/theme_summary.php">http://www.strengthstest.com/theme_summary.php</a> and for more information go to <a href="http://www.strengthsfinder.com">http://www.strengthsfinder.com</a>. It is required that all staff understand and demonstrate daily usage of their own Strengths. Strengths are important to the successful operation of the organization and as such a combination of the following Strengths is preferred.</p>			
<b>Primary Strengths Themes</b>		<b>Secondary Strengths Themes</b>	
Achiever, Activator, Belief, Command, Competition, Developer, Includer,	Individualization, Maximizer, Positivity, Responsibility, Self-Assurance, Strategic	Adaptability, Analytical, Arranger, Communication, Connectedness, Consistency,	Deliberative, Empathy, Ideation, Relator, Restorative, Significance
<b>EDUCATION REQUIREMENTS</b>			
<ul style="list-style-type: none"> <li>– Bachelor's degree or equivalent experience is required. Areas of specialization that are also preferred are Business Administration/Management, Public Administration, Training and Development, Human Resources, or closely related field.</li> </ul>			

STAFF (PRINT NAME)	
STAFF (SIGN)	Date
SUPERVISOR (PRINT NAME)	Title
SUPERVISOR (SIGN)	Date
DATE HIRED	