



Job Description

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

Salary	\$40,000 - \$55,000	Type of position: FT	Hours <u>40</u> / week <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt
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PURPOSE

Serve as the subject matter expert for the assigned program(s). Oversee program(s) to ensure that programmatic requirements and performance deliverables are met consistently. Ensure that local operating procedures and processes are implemented to enhance and/or maintain a high level of customer service. Manage direct reports as assigned.

KEY ACCOUNTABILITIES

- **Program Performance** – Manage the applicable program to meet/exceed defined goals. Maintain subject matter expert level knowledge on all appropriate federal, state, and local laws; regulations; and guidance for the identified program. Communicate new and/or modified policies and procedures to staff. Provide technical assistance to center staff to improve performance as well as quality and customer satisfaction. Work closely with Quality Performance and Training to ensure program compliance. Responsible for managing applicable work experience programs. *Measure – Achieve contract performance measures.*
- **Operational Procedures and Processes** – Identify, develop, implement, and monitor strategies, tactics, and standard operating procedures to ensure program compliance and success. Manage and conduct analysis of workforce activities to ensure implementation of policies and procedures. Evaluate compliance with policies and procedures and adherence to contract requirements. Collaborate with Sector Leadership team and other Operations Management team members to ensure that all operating standards are maintained. Communicate effectively with management and appropriate staff regarding areas of improvement and provide recommendations or suggestions for enhancements. Be the point person for programmatic issues and resolutions. *Measure – Achieve contract performance measures; Maintain maximum error rates in internal and DEO monitoring results*
- **Competency-based Training for All Staff** – In collaboration with QPT, develop and deliver program specific training based on trends gathered from monitoring results and/or staff recommendations. Formulate teaching outline, utilizing knowledge of specified training needs and work with QPT to determine instructional methods for all new and refresher training. Ensure that all staff are able to demonstrate the required knowledge and skills for their position as it relates to program. *Measure – Maintain maximum error rates in internal and DEO monitoring results*
- **Total Quality Improvement and Management** – Manage and conduct quality reviews; prepare reports and monitoring documents for dissemination; effectively communicate findings and recommendations to management and appropriate staff. Ensure appropriate actions are taken to avoid monitoring findings. Review and implement internal systems geared toward reducing and/or eliminating findings and observations. Ensure that state and local corrective actions are completed within required timelines. *Measures – Maintain maximum error rates in internal and DEO monitoring results*
- **Communication and Leadership** – Be actively engaged within all relevant operations that lead to the success of staff, communities, centers, and the system. This predominantly is achieved through effective leadership, sound analysis, and outstanding communication. Analyze programmatic and other related data, identify trends, and mobilize staff to take action. *Measure – Achieve contract performance measures.*

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<ul style="list-style-type: none"> – Statistical and Other Reporting – Design and deliver user-friendly status and trending reports to operations management team to track performance outcomes and other related key data. <i>Measure – Timeliness and quality of report generation.</i> – Other duties and responsibilities as assigned. 	
WORK EXPERIENCE REQUIREMENTS	
<ul style="list-style-type: none"> – Minimum of 3 years experience in workforce development or similar industry. – Experience with Welfare Transition, SNAP, Workforce Investment Act (WIA)/Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser or other state/federal programs based on job title or program(s) of focus is preferred. – Supervisory experience is preferred. 	
KNOWLEDGE, SKILLS AND ABILITIES	
<ul style="list-style-type: none"> – Proven ability to effectively communicate verbally and in writing with internal and external customers. – Solid interpersonal skills to also include active listening, critical thinking, advising, and supervisory skills. – Ability to establish and maintain effective working relationships with staff and external customers including demonstrated ability to handle conflicts in a professional manner and maintain high levels of customer satisfaction. – Ability to evaluate complex issues and identify solutions. – Must be able to interpret and understand program policy and performance goals connected to project to be able to establish necessary quality work processes and procedures. – Solid organizational, planning, and customer service skills to effectively manage multiple priorities and ensure that deadlines are met. – Must be able to lead and motivate others to achieve goals. – Must have the ability to work in a fast-paced and diverse environment. – Be able to analyze data to identify trends and mobilize staff to take action. – Strong ability to coordinate with internal and external partners. – Knowledge of recruiting practices. – Understand the recruitment, data entry, and customer requirements for all funding streams. – Proficient with Microsoft Office. 	

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APPLICABLE STRENGTHS THEMES			
CareerSource Capital Region is a Strengths Management organization. For a brief description of the Strengths themes go to: http://www.strengthstest.com/theme_summary.php and for more information go to http://www.strengthsfinder.com . It is required that all staff understands and demonstrates 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.			
Primary Strengths Themes		Secondary Strengths Themes	
Achiever, Activator, Analytical, Arranger, Communication, Focus,	Learner, Positivity, Responsibility, Restorative, Self-Assurance, Strategic	Adaptability, Deliberative, Discipline, Developer, Futuristic, Ideation,	Includer, Individualization, Maximizer, Relator, Woo
EDUCATION REQUIREMENTS			
– Bachelor’s degree or equivalent experience is required. Areas of specialization that are also preferred are Business Administration, Public Administration, Human Resources, Training and Development, or a closely related field.			

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