

The position of **Workforce Investment Manager** reports to the Chief Programs Officer. This is a working manager position that will be responsible for their own portfolio of projects as well as have oversight responsibility for a larger group of projects assigned to others. The position may have supervisory responsibility.

**Purpose:** The Workforce Investment Manager is responsible for assisting the Chief Programs Officer in the management of agency program investments, projects, and products that relate to Youth, Community Programs, WSPM, and Business Services. This position engages a wide variety of community partners to determine needs, encourage engagement/support, and to inform workforce training and skill enhancement investments. This position works in collaboration with the Chief Programs Officer and other Workforce Investment Managers to ensure coordination of all agency program initiatives and resources.

**Essential Functions:** (Performs functions that may include, but are not limited to, the following.

- This is a working manager position that will be responsible for their own portfolio of projects as well as have oversight responsibility for a larger group of projects assigned to others. The position may have supervisory responsibility.
- Under the guidance of the Chief Programs Officer, develop and implement strategies for workforce training and skill enhancement investments in accordance with the vision of management, the Board, Department of Labor, and other funding sources.
- In collaboration with the Chief Programs Officer, define training services, system standards, performance measures, procedures, outcomes, metrics, and other indicators of success. Ensure system-wide monitoring of investments.
- Oversee the connection and effectiveness of agency investments across product lines.
- Coordinates resource development for assigned areas.
- Develop systemic relationships with economic developers, business associations, labor, service providers, mandated partners, community organizations and others to coordinate and enhance available workforce development services.
- Provide project management leadership and oversight including contract and budget development, identification of partner roles and outcomes.
- Support WSI's organizational development initiatives with staff to ensure a productive, healthy team environment.
- Help to identify system strengths and weaknesses and recommend strategies to ensure continuous quality improvement.
- Ensure that a system is in place of providing technical assistance and training to service providers in various aspects of grant management, planning, and contract management.
- Manage, develop, and monitor contracts and grants to ensure legal, fiscal and program compliance and program quality.
- Lead or participate in program procurement processes.
- Participate in the negotiation of contracts for program and other agency services.
- Coordinate and/or conduct research and analysis of program data, labor market information, demographic trends and community needs to improve system quality, development and performance.
- Represent WSI in membership organizations/committees in order to strengthen partnerships, advocate for system development/resource needs, and represent WSI and the workforce system.

- Oversee the preparation and dissemination of regular and periodic narrative reports and/or presentations to the Board, CCWD, Department of Labor and various community groups.
- Generate new ideas or practices, and initiate and incubate opportunities for innovation within the regional workforce development system.
- Provide staff support to Board or other committees as assigned.
- Other duties as assigned.

**Qualifications:** Candidate should understand the principles and practices of workforce development programs and systems. Candidate should have advanced, in depth knowledge of management and leadership practices, including demonstrated knowledge and expertise in team development and planning. Strong interpersonal communication skills are required, including facilitation and negotiation, conflict resolution, effective writing, verbal and public speaking skills.

- Education requirements; Bachelor's degree in a related field: business, public administration, planning, economics, etc. Graduate training in related field desirable.
- Five or more years of experience in the management and administration of work related to workforce development, economic development, program administration, private business and/or community development.
- Knowledge and experience in program design, research methods, and analysis techniques, along with skill in contract development, negotiation and management.
- Communicate effectively orally and in writing at all levels, making complex material clear and concise to varied audiences.
- Ability to travel locally, regionally or nationally to attend seminars, conferences and meetings.
- Demonstrated ability to:
  - Lead and manage complex projects with emphasis on cost, quality and performance;
  - Identify, evaluate and resolve complex project and program elements and recommend solutions or alternative measures;
  - Show good judgment in selecting the appropriate methods and procedures for accomplishing project assignments;
  - Work collaboratively with people from diverse backgrounds;
  - Prepare and make presentations to a variety of audiences;
  - Establish and meet designated timelines;
  - Work independently and as a team player;
  - Actively contribute to a positive work environment;
  - Be detail oriented, excellent organizational skills, prioritize and handle multiple tasks;
  - Perform research, evaluation and analysis;
  - Show computer literacy and familiarity with Microsoft Office software and programs.

Status: Exempt  
Pay Grade: E6