

NCWORKS CAREER CENTER MANAGER  
ALBEMARLE COMMISSION

General Statement of Duties

The NCWorks Career Center Manager provides leadership and management of an integrated services delivery team responsible for providing employment services, job training, employer services and limited unemployment services to career seekers and businesses in the Northeastern Workforce Development Board (NWDB) 10-County Local Area.

Distinguishing Features of the Position

This position serves as the leader of the NCWorks Career Centers in Elizabeth City (full-time operations) and Edenton-Chowan (part-time operations) and is responsible for the overall management of the centers. Serves as the functional manager of all center staff, regardless of their employer of record, overseeing their day-to-day activities. The Center Manager ensures that all functions of the Career Center are working as a team and services are provided seamlessly. The Center Manager supervises and coordinates all Career Center operations to include ensuring development and delivery of high-quality program services, adequate staffing, and marketing services to the public. The Center Manager ensures all programs and operations support the Local Area mission and are operated in accordance with Northeastern Workforce Development Board policies, funding agency guidelines, and all laws and regulations. The Center Manager is responsible for developing and maintaining on-going positive relationships within the area/region, with various public, private and non-profit agencies.

The Center Manager receives formal direction from the Albemarle Commission Executive Director, the employer of record, and works under the general direction of the Northeastern Workforce Development Board. The Center Manager works independently making operational and administrative decisions within established policy.

Duties and Responsibilities

Essential Duties and Tasks Include

- Primary responsibility to ensure that all integrated operations at the NCWorks Career Centers are meeting all system, center, and program goals in conjunction with the NWDB guidance/policy.
- Ensure all decisions relative to the Centers are made in the best interest of business and jobseeker customers, the NWDB and in alignment with local, state, local and federal policies.
- Developing a thorough working knowledge of all applicable laws, regulations, and policies to ensure proper implementation within the Centers.
- Ensure all directives, policies, and procedures of the Career Center system are met and communicated through the NWDB.
- Participating as a local Leadership Team member with the NWDB in development of interagency agreements such as MOU and resource sharing agreements; reviewing and updating as necessary.
- Assisting in creating Career Center standard operating procedures that facilitate customer-focused work processes within each functional area, between and across functions.

- Communicating all new (or changed) policies, procedures, and/or processes with relevant staff to ensure they have the most up-to-date and current information affecting their work.
- Ensuring all functions are staffed appropriately and workload is organized to facilitate implementation of Career Center system goals.
- Guiding staff to understand their roles/responsibilities within a function and in relationship to other functions to achieve the Center's goals.
- Identifying needed staff development activities and providing and/or securing technical assistance and/or training.
- Facilitating regularly scheduled Career Center staff meetings to foster teamwork, discuss Center operations, technical problems and the status of projects, etc.
- Continually improve upon the Center's products and services and adjust as necessary in response to customer feedback.
- In coordination with the NWDB, DWS, and other applicable partners, participating in ongoing comprehensive public relations activities across all communities in the region so there is public awareness and optimum utilization of the Career Center system, centers and services.
- Consistently works with NWDB leadership and other partner entities (where applicable) to resolve conflict and advocate for continuous improvement of service provision for both business and jobseeker customers
- Attending relevant state, regional or local meetings, and sharing information with staff.
- Providing reports on Center activities as required by the NWDB and/or DWS.
- All other duties as assigned

#### Knowledges, Skills, Abilities and Competencies

- Thorough knowledge of workforce development concepts, processes and objectives.
- Outstanding leadership, management, and supervisory skills.
- Strong teamwork and collaboration skills including demonstrated ability to establish and maintain strong working relationships with career seekers, businesses, workforce partners and community organizations.
- Strong customer service and interpersonal skills needed to establish positive, supportive relationships with direct reports as well as internal and external partners including career seekers and businesses.
- Ability to lead and influence in a matrix environment.
- Strong verbal communication and presentation skills for conducting public outreach, group information sessions, and job seeking skills development workshops.
- Ability to analyze and interpret data.
- Analytical skills needed to recognize, define, and resolve problems using operating procedures, practices, and established precedents.
- Knowledge of Labor Market Information for use in individual or group career advising session, as well as sector strategies.
- Must demonstrate an awareness of and sensitivity to the various cultural and socioeconomic characteristics of the clients and staff members.
- Comprehensive knowledge of the NC Workforce Development system, particularly WIOA Title I and Title III programs.

#### Desirable Education and Experience

Graduation from a four-year college or university; two years of full-time or equivalent supervisory experience; four years' experience in public or private employment service related preferred; or an equivalent combination of education and experience. Must possess a valid NC Driver's License.

#### Physical Requirements

Must be able to physically perform the basic life operational functions of lifting, talking, stooping, researching, walking and hearing repetitive motions; Must be able to perform sedentary work and exert up to 25 pounds of force occasionally; Must possess the visual acuity to perform extensive reading, conduct inspections and perform administrative, and computer work.

Salary Grade 22 Non-Exempt