

EMPLOYMENT PROGRAMS OFFICE MANAGER 3**Nature of Work:**

Under general direction, performs complex administrative and professional work at the advanced level as site coordinator of the Work-4-WV full service one stop centers and/or manages the Bureau of Employment Programs Local Office. Oversees the operation of center; develops administrators data collection systems; responsible for center budget preparation and administration; develops and coordinates employer relations and community relation programs . Job will require frequent evening and weekend hours and extensive travel. Performs related work as required.

Distinguishing Characteristics

The Employment Programs Office Manager 3 will oversee both the WORK-4-WV full service one stop center and the Bureau of Employment Programs medium to large local office.

Examples of Work

- Plans, directs and supervises the activities of a local office of the Bureau of Employment Programs engaged in various functions as job placement referral, unemployment compensation, veterans programs, Workforce Investment Act assistance, tax credit placement, counseling, training programs available, initial claims activity, adjudication, investigation, and other functions/programs.
- Applies federal and state laws and established agency policies in directing the daily operations of the office.
- Provides general oversight of the center to include developing security plans, facility management, coordination of staff work on joint projects, scheduling of joint resources, assuring staff is appropriately trained on systems and provide information on policies and procedures.
- Reports issues and concerns to management team, coordinates resolutions and implements appropriate policies and procedures.
- Coordinates with partner agencies in the participation of any special events requiring the support of the WORK-4-WV Center.
- Develops, monitors and maintains data collection system for outcome measures, customer satisfaction and other areas, as determined by charter and Workforce Investment Board regulations.
- Monitors and ensures that compliance by all partners to Memorandum of Understanding and report non-compliance to the management team.

EMPLOYMENT PROGRAMS OFFICE MANAGER 3 (CONT'D)**Examples of Work - (cont'd.)**

Coordinates the preparation of the WORK-4-WV Center's annual budget needs based on an analysis of expenditures, data, trends and projections of future service requirements; recommends budget changes to management team, as necessary. Monitors expenditures of Center funds and ensure that costs are maintained within budget limitations. If approved by charter, monitors and approves purchase requests. Coordinates with management team the development of data acquisition system and complete reports required by agreement with the Workforce Investment Board charter to meet Workforce Investment Act reporting requirements. Arrange and/or participates in presentations on the WORK-4-WV Center program and services to civic and community organizations. Develops good working relationships with business and business organizations to encourage the use and support of the WORK-4-WV Center. Coordinator of all released information for advertisement or feature material in the promotion of the Center. Recommends salary increases, approves sick and annual leave and other appropriate personnel actions.

Knowledge, Skills and Abilities

Knowledge of Workforce Investment Act and workforce development, unemployment compensation and employment service activities.
Knowledge of local labor market conditions and information.
Knowledge of various community agencies/programs.
Knowledge of budgeting procedures.
Knowledge of preparation of grants and business plans.
Ability to interpret and implement complex, federal, state and local regulations and governance.
Ability to communicate effectively, verbally and in writing.
Ability to write and deliver speeches and develop promotional materials preferred.
Ability to exhibit leadership, manage others, work independently.
Ability to work effectively within time deadlines.
Ability to operator a computer.
Ability to effectively prioritize work tasks/projects for both short and long term results.

EMPLOYMENT PROGRAMS OFFICE MANAGER 3 (CONT'D)**Minimum Qualifications**

Training: Bachelor's degree from an accredited college or university. Preference may be given to candidates with a bachelor's degree in business administration, public administration, communications or marketing or any of the social sciences.

Substitution: Additional qualifying experience as described below may be substituted for the training on a year-for-year basis for the required training.

Experience: Four years of full-time or equivalent part-time paid experience in a responsible professional or technical capacity in one or more of the following fields: public administration, industrial, personnel or business management, employment security, labor or industrial relations two years of which must have been in a responsible supervisory capacity.

Substitution: Master's degree in one of the above fields from an accredited college or university may be substituted for one year of the non-supervisory experience.

Professional experience with the department in a local office involving duties associated with job development, interviewing, or placement may be substituted for the required supervisory experience on a year-for-year basis.

Established: 12/20/2001

Revised: 06/16/2003

Effective: 06/19/2003