

POSITION DESCRIPTION

Approved By: Executive Director

Job Title:	Workforce Manager – Workforce Services	Team:	Workforce Programs and Services
Reports To:	Executive Director	Grade/FLSA:	Exempt
Recent Review Date:	June 7, 2018	Future Review Date:	June 7, 2020

AGENCY SUMMARY:

CNY Works is a not for profit (501 (c)(3)) corporation and serves as the Onondaga County Workforce Development Board (OCWDB). CNY Works has been designated by local government (City of Syracuse and Onondaga County) to administer the workforce development funds targeted for the Central New York area. CNY Works functions as the apolitical convener of business, economic development and community agendas to define workforce system goals, garner resources and support growth and development of the local and regional economy.

CAREER CENTER SUMMARY:

The CNY Works Career Center is the heart of CNY Works One-Stop Delivery System in Onondaga County and provides comprehensive career services to job seekers, specifically youth, adult and dislocated worker populations. The Career Center delivers high-quality career services, education and training, and comprehensive supportive services to the local community which are tailored to meet the needs of the local and regional economies. Services include individual and case management, Resource Center access and support, and other partner and community-based services aimed at developing job seekers’ skills for employment success.

POSITION OVERVIEW:

The Workforce Manager, in partnership with the Youth Workforce Manager, One Stop System Operator, and OCWDB supports the overall success of the CNY Works Career Center by administering and managing the effective delivery of basic and individualized career services within the CNY Works Career Center. The Workforce Manager’s role is to: (1) manage the day-to-day operations of integrated service delivery within the CNY Works Career Center; (2) directly supervise the work and case management activities of Workforce Advisors assigned to cross-functional teams; (3) assist in creating Career Center standard operating procedures (SOPs) that facilitate customer-focused work processes within a team/function and across teams/functions; (4) ensure that quality assurance checks, internal monitoring, performance monitoring, and task assignments are met; and (5) provide staff training, mentoring and coaching to support functional alignment and high-quality staffing.

POSITION ESSENTIAL FUNCTIONS:

- Coordinates and supervises CNY Works Career Center services in accordance with the Workforce Innovation and Opportunity Act (WIOA), and local, state, and federal policies and guidelines.
- Organizes and supervises the delivery of basic, individualized, follow-up and labor exchange services, including but not limited to career counseling, job search and placement assistance, workshops, case management and networking with job seekers and employers.
- Manages staff scheduling to ensure high-quality staffing in key CNY Works Career Center functions (Front Desk Reception, Telephone Reception, Resource Center support and Computer Skills Training) to support peak customer flow and service delivery.
- Supervises the daily operations of Workforce Advisors, including Business Services.
- Collaborates with the Youth Workforce Manager to ensure that the CNY Works Career Center delivers comprehensive services to all job seekers, especially individuals with barriers to employment, to support programmatic and administrative operations implementation in accordance with WIOA's integrated workforce delivery system.
- Coordinates the design, development and delivery of Orientation/Overview of Services sessions, workshops, and accompanying instructional aids supporting basic career services and job search activities. Evaluates workshop content and delivery to ensure customer satisfaction.
- Implements and continually enhances a customer-centered case management system by providing a full range of services staffed by cross-functional teams consistent with the purpose, scope and requirements of each program.
- Assesses staff professional development needs and provides appropriate on-going staff training and coaching, including regular formal and informal feedback, appropriate to the position.
- Provides staff guidance on the New York State (NYS) One Stop Operating System (OSOS) to ensure customer registrations, activities, services, referrals and case notes are accurately entered, documented and maintained.
- Reviews all Workforce Advisor submissions for training funds requests, including but not limited to Individual Training Accounts (ITAs), On-the-Job Training (OJT), Employed Worker Training (EWT) or other education and training programs prior to submitting documents to the Training Committee for internal review.
- Leads Training Review Committee, submits final training fund request recommendations for approval, and tracks all training funds requests in accordance with funding allocations and availability with the CNY Works Chief Financial Officer.
- Reviews all employment and training contracts/agreements and other requisite correspondence prepared by Workforce Advisors prior to submitting recommendations to the CNY Works Executive Director for approval and signature.
- Ensures that Workforce Advisors are monitoring customers enrolled in funded training programs. Conducts monthly "spot" audits in NYSOSOS to ensure that Workforce Advisors are monitoring and documenting their customer's academic progress in accordance with the "Monthly Monitoring Procedures for ITA Enrollments" policy.
- Participates in the procurement process by preparing Requests for Proposals (RFPs), reviewing and rating proposals, documenting procurement files, and negotiating and

preparing contract documents, noting that all documents require review by the CNY Works Chief Financial Officer and Executive Director prior to solicitation/distribution.

- Employs problem-resolution strategies with staff, customers and others to resolve difficult issues and conflicts.
- Works collaboratively with One Stop System Operator, New York State Department of Labor and required One-Stop Partners to ensure that characteristics of a high-quality WIOA One-Stop Center are met.
- Tracks weekly, monthly, quarterly and annual customer Career Center registration, Resource Center utilization, Orientation/Overview of Services and Workshop enrollments and attendance, Workforce Advisor caseloads, and customer follow-up contacts and exits to support customer flow documentation aimed at improving customer flow processes and delivery standards.
- Builds and strengthens the collaborations/partnerships with employment providers, educational institutions, community-based organizations and other organizations within the Central New York (CNY) service delivery area to support employment strategies that increase the economic self-sufficiency of individuals, especially individuals who need to overcome employment barriers.
- Demonstrates competencies in the regulations surrounding WIOA funds and other funding streams to ensure compliance with eligibility, documentation, and service access requirements.
- Monitors program outcomes and proactively suggests service adjustments to ensure customer satisfaction and standards are met or exceeded.
- Assists in developing policies, procedures and other guidance for the CNY Works Career Center, community-based organizations and service providers' management and staff. Submits recommendations and upon approval ensures implementation.
- Perform other duties as assigned.

ACCOUNTABILITIES:

Meet position essential functions for quality and productivity. Adhere to agency policies and procedures.

QUALIFICATION STANDARDS:

B.A. or B.S. degree in Human Services, Business Administration, Education or closely related field. Five years of experience in employment, adult education or other social service programs; or any combination of experience and training which enables one to perform the essential job functions, including managing employees in a customer service-oriented organization. Demonstrated basic working knowledge of Federal, State, and Local Employment and Training Laws, rules and regulations. Workforce development, community-based organization and related services experience is highly desirable.

Attention to detail and impeccable organizational skills are critical attributes, including a high level of written and oral communication skills.

- Strong managerial, organization, communication and interpersonal skills.
- Excellent oral, written and presentation skills.
- Ability to communicate clearly, effectively and timely with OCWDB Management Team and Board of Directors.

- Ability to multi-task and manage competing priorities, including completing detailed tasks with a high level of accuracy.
- Ability to work with diverse populations internally and externally on behalf of CNY Works.
- Ability to work without supervision and to make appropriate decisions.
- Ability to receive and accurately convey detailed instructions to other workers, customers, and vendors.
- Ability to research, analyze and accurately present detailed information.
- Ability and desire to understand the overall functions of the organization and apply this understanding to work performed.
- Proficient use of MS Office software.
- Knowledge of New York State (NYS) One Stop System Operator (OSOS) System for data entry, validation and tracking is a plus.
- Ability to work extra hours as job duties demand
- Must have own transportation.

This job description is not intended to be all inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor

This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship