WORKFORCE DEVELOPMENT
ONE STOP SPECIALIST

General Statement of Duties

Functionally manages the work of the NCWorks Career Centers across the region, includes functional management of staffing for day-to-day operations and oversight of the Integrated Services Delivery model. Serves as the convener and facilitator of partner meetings, maintaining and building relationships with federally required partners in addition to state and local agencies, community-based organizations and faith-based groups. Functionally manages the work of the region's One-Stop Centers to ensure customer satisfaction.

Distinguishing Features of the Class

An employee in this class is a functional manager that is responsible for overall operations of the NCWorks Career Centers in the region. Functional work includes overseeing daily operations in coordination with the center management team, including those from partnering agencies, to ensure customer flow is effective, efficient and standardized across the region in an Integrated Service Delivery model where all staff are cross trained to provide services to any customer within the Center. This includes ensuring all needed and available services are provided in a manner of excellence with continuous improvement in mind, and in accordance with Centers' and programs goals and policies and procedures, and in accordance with federal, state and local requirements. Work will include managing customer feedback systems, resolving problems and dealing with complaints; establishing and maintaining relationships with government, school and business communities; publicizing and marketing services; and developing strategies for improvement and enhancement of services in our five counties. The employee is responsible for planning and delivery of services with one-stop partners, including convening and facilitating partner meetings in each county. Work requires a high degree of independence and initiative as well as sound judgment, tact and firmness in dealing with agency coordination, center operations and customers. Work is performed under the general supervision of the Executive Director and is reviewed and evaluated through completion of required reports and results of center operations and effective services for customers.

Duties and Responsibilities

Essential Duties and Tasks

Functionally manages all staff of the one-stop centers in the region in coordination with the center management team to determine hours of operation, schedule staff for service coverage on a daily basis, discusses coverage and service issues with center management and meets with agency partner managers as required to provide individual staff performance feedback and address performance problems.

Work includes the functional supervision of the integrated service delivery model in the one-stop centers.

Establishes and evaluates center services; consults with staff, employers, partners and customers on quality, effectiveness and gaps and collects and analyzes data; and developing strategies for improvement of services and enhancement of employment and training.

Coordinates outreach efforts across all Centers; publicizes and markets services of the Centers to civic, community and business entities; serves as liaison between the Board, Director, center management and staff to ensure that appropriate information is shared among all concerned

Deals with complaints and concerns and attempts to resolve problems; assists with complex/problem situations, and provides technical expertise; engages staff in team building processes and encourages staff to participate in appropriate professional development activities.

Ensures compliance with all applicable laws, rules, regulations, performance standards, and local area policies and procedures; initiates any actions necessary to correct deviations or violations.

Convenes and facilitates partner team meetings across the region; ensures involvement from a myriad of federal, state and local agencies along with community and faith-based organizations who serve similar populations by establishing and maintaining relationships.

Ensures timely completion and submittal of all required reports from one-stop centers to internal/external agencies, organizations, and constituencies.

Plans and coordinates strategies to address local workforce concerns with various educational and business interests and partner agencies; works with businesses to determine employment needs.

Assures timely and professional responses utilizing various methods of customer interaction, including in person, text, chat, phone, email and other virtual services.

Provides professional development opportunities for all Center staff on a quarterly basis to maximize overall effectiveness of the Center

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Ability to functionally supervise staff and coordinate work with respective formal supervisors

Thorough knowledge of principles and methods used in job development and job placement activities.

Considerable knowledge of varied human services agencies and related purposes, goals, services.

Considerable knowledge of principles of supervision, organization and administration.

Ability to utilize computers and databases to monitor and track service provision and center performance.

Ability to organize, assign and coordinate work with other professionals located both inside and outside of the Center.

Ability to analyze and interpret sociological and economic data and adapt it to appropriate use in developing career center activities.

Ability to develop a rapport with partner agencies across the region at varying levels.

Ability to communicate effectively in both oral and written forms.

Ability to establish effective working relationships with internal staff, community employers, agency partner staff, the public.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, fingering, grasping, talking, hearing and repetitive motions.

Must be able to perform sedentary work and exert up to 10 pounds of force occasionally. Must possess the visual acuity to read extensively, and perform administrative and computer work.

Desirable Education and Experience

Graduation from a four year college or university with a bachelor's degree in human services, business administration, education, public administration, or related field and some management and supervisory experience; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina driver's license.

Salary Grade: 19