

OPERATIONS MANAGER, WORKFORCE DEVELOPMENT

SUMMARY/PURPOSE

The Operations Manager, Workforce Development is responsible for the day-to-day management of all City of Duluth workforce programs to ensure compliance, efficiency, and effective performance consistent with City standards and state and federal regulations. ~~and talent recruitment and services.~~ Duties include including personnel management, program contract administration, and budget management, as well as active collaboration with partner organizations to effectively deliver services at the workforce center.

~~Duties involve planning, developing and implementing the policies and programs of the Workforce Development Division of the Business and Economic Development Department.~~

ESSENTIAL DUTIES AND RESPONSIBILITIES ~~(other duties may be assigned)~~

- ~~1. Provide strategic direction with the development and implementation of workforce and talent recruitment programs for the City of Duluth.~~
- ~~2. Serve as the City's official representative on local, regional and national committees and boards with regards to the analysis of workforce trends, talent recruitment initiatives and program impact.~~
- ~~1. Plan, coordinate, and monitor the operations of the Workforce Development Department including formulating policies, managing daily operations, and planning the use of materials and staffing.~~
- ~~3-2. Provide oversight of workforce programming ensuring that policies, procedures, and guidelines are set forth in a consistent and collaborative manner.~~
- ~~4-3. Develop operational guidelines and policies in support of City Ordinance, state and federal laws and program guidelines.~~
- ~~4. Assist in developing and monitoring department and program budgets, ensuring funds are spent in a responsible manner that is in compliance with all City, state, and federal regulations.~~
- ~~5. Develop long term strategies to foster and maintain partnerships with business and community organizations and the Business and Economic Development Department.~~
- ~~6. Lead the Assist Director in talent recruitment efforts for overall workforce development on behalf of the Workforce Development Department.~~
- ~~5. Prepare written project plans and/or applications to secure funding, and ensure that performance outcomes required by external funding sources are achieved.~~
- ~~7-6. Research and identify available grant opportunities and prepare electronic grant applications and reports.~~
- ~~8. Ensure program compliance with grant regulations and guidelines with regard to expenditures.~~
- ~~9-7. Responsible for the development and monitoring of workforce development budget.~~
- ~~10. Provide comprehensive data analysis and standardized impact reporting that will be useful to potential businesses.~~
- ~~8. Provide Develop, implement, and coordinate information systems relative to financial analysis, client demographics and evaluation of program grant performance.~~
- ~~11-9. Prepare and maintain data, performance statistics, demographic, and financial reports. regular reports to City leadership and appropriate stakeholders with regard to the fiscal impact of workforce programs year over year, or in any interval as so determined appropriate.~~
- ~~12. Serve as decision making authority for all workforce development staff concerns and needs, including application of appropriate rules, internal processes, and compliance related matters.~~
- ~~13. Work in collaboration with the Director of Business and Economic Development and other City leadership in developing and sustaining the culture of the division and overall workforce program.~~
- ~~10. Function as an active member of the wWorkforce cCenter partnership team and coordinate building activities and responsibilities as leaseholder of physical space.~~
- ~~11. Assist Director in identifying service gaps and develop strategies to better serve participant and employer populations.~~
- ~~12. Design, negotiate, and monitor program subcontracts for delivery of services and activities.~~

- ~~14.~~13. Meet and communicate effectively with program and fiscal monitors to ensure adherence to policies, regulations, directives and recommendations.
- ~~15.~~ Receive, investigate and respond to public inquiries, concerns, and complaints, and requests for service.
14. Prioritize, assign, and direct the work of assigned staff, including establishing work standards, effectively recommend employment action, hire, discharge, etc., providing performance evaluations, delegating authority and responsibility, train and communicating instructions and information.
15. Make recommendations to Director regarding employment action, including hire, assignment, transfer, suspension, or discharge of personnel.
16. Recommend adjustments or other actions in relation to employee grievances or client complaints.
17. Train and support new and existing staff in current and emerging methods, policies and procedures, as well as providing training regarding monitoring program performance and expenditures to ensure compliance with state and federal commitments and standards.
18. Work with Director to build relationships and collaborative partnerships with employers, community organizations, educational institutions, and other entities to advance the goals and priorities of the department.
19. Respond to inquiries, requests, and complaints as necessary and in a timely manner.
20. Keep updated on pertinent legislation, program and compliance rules, and relevant regulations which could affect department operations and disseminate information to appropriate personnel.
21. Act as a liaison between Workforce Development and other City departments as well as outside agencies and special interest groups.
22. Act on behalf of the Director upon request or during absence.
23. Other duties as assigned.
- ~~16.~~
- ~~17.~~ Serve as Executive Director of the Duluth Workforce Council; coordinate recruitment of members; and staff council and committee meetings to ensure statutory and strategic functions are performed.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. Graduation from an accredited college or university with a Bachelor's Degree in Business or Non-profit Administration, Public Administration, Social Work, Management, Planning, Finance, Management, Vocational Training or Counseling, Human Resources, Public or Business Administration, or a related field and three four(43) year's full time equivalent experience working in employment or vocational counseling, employee assistance counseling, skill assessment and training, or a related field; at least one year of this experience must include experience directing-supervising and leading other s; or
- ~~B. A combination of education and experience which is accepted as equivalent.~~
- ~~C-B.~~ Grant or contract administration experience preferred.

2. Knowledge Requirements

- A. Thorough knowledge of employment conditions throughout the region, including social, economic, and community issues impacting area businesses and employment opportunities.
- ~~B. Extensive knowledge of effective recruiting methods, practices, and metrics; knowledge of Human Resources principles, functions, and concepts.~~
- ~~C-B.~~ Knowledge of project and program planning, implementation, analysis, and evaluation principles and practices.
- ~~C.~~ Knowledge of grant funded programs and processes.
- D. Knowledge of accounting and fiscal management principles and practices.

- ~~E.~~ Knowledge of accepted public administration, personnel, supervisory, and fiscal principles and practices.
- ~~E-F.~~ Knowledge of effective supervision methods, including communication and conflict resolution techniques.
- ~~F-G.~~ Knowledge of applicable state and federal laws, codes, and regulations, and program policies and procedures which affect division operations regarding workforce development activities, program policies, and procedures.
- ~~G-H.~~ Knowledge of workforce development methodology, programs, resources, and providers.
- ~~H.~~ Knowledge of business and economic development principles, practices, and techniques.

3. Skill Requirements

- ~~A.~~ Skill and proficiency with computers and job-related software applications including Microsoft Office Suite with advanced skill in Excel and Word.
- ~~A-B.~~ Skill in managing, evaluating and analyzing operations and procedures related to divisional department activities, including prioritizing, scheduling and coordinating work projects.
- ~~B-C.~~ Skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving conflicts.
- ~~C-D.~~ Skill in preparing and presenting accurate and concise written and oral reports to individuals and groups by established deadlines.
- ~~D-E.~~ Skill in supervising others in an open and participative work environment.
- ~~E.~~ Skill in resolving customer complaints and concerns, and applying accepted principles of customer service.
- ~~F.~~ Proven problem-solving skills with demonstrated ability to gather, analyze and interpret information, generate reports and proposals, collaborate with and advise senior leadership, and effectively respond to user requests.
- ~~G.~~ Strong math and analytical skills.
- ~~H.~~ Skill in training others in tools and methods required for completion of job duties, and providing constructive feedback, coaching, and timely intervention.
- ~~I.~~ Skill in evaluating and analyzing operations and procedures, including prioritizing, scheduling, and coordinating work projects.
- ~~J.~~ Skill in applying sound business judgement in decision making.
- ~~K.~~ Strong customer service skills coupled with solid interpersonal and public relations skills to work effectively with various officials, staff, citizens, employers, and other customers.
- ~~F.~~ Skill in budget development and administration. Skill in personal computer operation and in application of associated software.
- ~~G-L.~~ Skill at operating in political environments.
- ~~H.~~ Skill in communicating effectively using various means, including written and oral methods, including public speaking.

4. Ability Requirements

- ~~A.~~ Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect among team members, fostering safe work practices and developing trusting work relationships.
- ~~B.~~ Ability to plan, direct, coordinate, meet deadlines, evaluate, and modify workforce development programs with attention to detail.
- ~~C.~~ Ability to communicate in a one-on-one setting or in front of groups to provide or obtain information.
- ~~D.~~ Ability to develop and maintain effective working relationships with public officials, community organizations, management, and the public, and work effectively as a team player.

- ~~E. Ability to interpret laws, contracts, policies, complex materials, procedures, etc. and explain them to others.~~
- ~~F. Ability to respond to inquiries in a timely manner and with complete accuracy.~~
- ~~G. Ability to define and analyze problems based on the available information and to project consequences of recommendations.~~
- ~~H. Ability to work independently, exercise initiative, and make independent judgment.~~
- ~~A-I. Ability to administer and monitor the effectiveness of the City of Duluth Workforce Development Division/Department programs.~~
- ~~B-J. Ability to supervise professional and support staff in the delivery of services.~~
- ~~K. Ability to lead in the marketing and interpreting of the Workforce Center services to the public. Ability to demonstrate integrity, use sound judgment, inventiveness, and make logical decisions in the performance of assigned tasks.~~
- ~~L. Ability to perform mathematical computations related to financial analysis and budget management.~~
- ~~M. Ability to adapt to changing needs and manage multiple programs/projects.~~
- ~~N. Ability to perform a wide variety of duties with accuracy and speed under the pressure of time-sensitive deadlines.~~
- ~~G-O. Ability to delegate work tasks and to lead teams and assignment of others within the established work group.~~
- ~~D-P. Ability to set and lead others in achieving performance standards and goals.~~
- ~~E. Ability to secure grants, proposals, contracts, reports, and correspondence, and to maintain written records.~~
- ~~F. Ability to act as a liaison and expeditor between various federal, state and local government departments and/or agencies and private business, industry, and development representatives.~~
- ~~G-Q. Ability to effectively communicate both orally and in writing.~~
- ~~H. Ability to exercise initiative and independent judgment.~~
- ~~I. Ability to establish and maintain effective working relationships with business executives, site selectors, regional and state economic development agencies, developers, and City officials, management, departments, and advisory boards.~~

5. Physical Ability Requirements

- A. Ability to hear and speak sufficiently to exchange information in person and by telephone.
- B. Visual acuity to prepare and analyze data and figures.
- ~~C. Ability to sit for extended periods.~~
- ~~D. Ability to transport oneself to, from, and around various locations within and outside the City of Duluth.~~
- ~~E. Manual dexterity to use keyboard. Fine dexterity to operate a computer with keyboard, calculator, and other office equipment.~~
- ~~G-F. Ability to occasionally stoop, bend, and reach for supplies, files, etc.~~
- ~~G. Ability to transport materials and equipment used in presentations to various groups. Materials and equipment to be transported usually weigh less than 40 pounds per load.~~
- ~~D-H. Ability to attend work on a regular basis.~~
- ~~E. Ability to transport oneself to, from, and around various locations within and outside the City of Duluth.~~

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