

WORKFORCE DEVELOPMENT OPERATIONS ADMINISTRATOR

SUMMARY/PURPOSE

Coordinate the operations and evaluation of Workforce Development Division employment service programs consistent with state and federal regulations to ensure compliance, efficiency and effective performance of all City of Duluth workforce programs.

DISTINGUISHING FEATURES OF THE CLASS

Under general supervision, direction, and guidance, the Workforce Development Operations Administrator will lead and oversee the implementation of workforce development goals established by the City of Duluth.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Plan, direct, and coordinate the operations of Workforce Development Employment Service programs including formulating policies, managing daily operations, and planning the use of materials and staffing.
2. Assist with preparation and monitoring of division budgets for allocated funds in a responsible manner.
3. Assist program staff in developing and monitoring goal attainment, program performance and expenditures to ensure compliance with state and federal standards.
4. Assist manager in identifying service gaps and develop strategies to better serve the participant population.
5. Assist with design and negotiation of program subcontracts for delivery of services and activities.
6. Meet and communicate effectively with program and fiscal monitors to ensure adherence to policies, regulations, directives and recommendations.
7. Present program objectives to individuals, groups, businesses, agencies, and organizations.
8. Respond to inquiries, requests, and complaints, as necessary, and in a timely manner.
9. Keep updated on pertinent legislation, program performance and compliance, regulations, and developments which could affect division operations and disseminate information to appropriate personnel.
10. Assist in the preparation of electronic grant applications including research, collection, analysis and evaluation of relevant data.
11. Develop, implement and coordinate information systems relative to financial analysis, demographics and evaluation of program grant performance.
12. Prepare and maintain data, statistics, demographics, and financial reports.
13. Determine priorities, assign work to personnel, and coordinate schedules to ensure completion of work.
14. Assist in the hire, assignment, transfer, suspension, or discharge of personnel.
15. Recommend adjustments or other actions in employee grievances.
16. Assist in establishing work standards and evaluating the work of employees.
17. Provide for ongoing training and guidance of employees in emerging methods, trends, technologies, and procedures.
18. Act as a liaison between the Division and other City departments as well as outside agencies and special interest groups.
19. Manage department programs, projects and other tasks as assigned.
20. Act on behalf of the Manager, Workforce Development upon request or during absence.

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 Administration, Public Administration, Planning, Finance, Accounting, Management, Vocational Training or Counseling, or a related field and three (3) years full time equivalent experience working in a related field; at least one year of this experience must include experience supervising and leading others; or
 - B. An acceptable combination of education and experience equaling five (5) years.
2. Knowledge Requirements
 - A. Knowledge of the region's employment conditions including social, economic, and community issues impacting area businesses and employment opportunities.
 - B. Knowledge of project and program planning, implementation, analysis, and evaluation principles and practices.
 - C. Knowledge of research, data analysis techniques and processes.
 - D. Knowledge of grant funded programs and processes.
 - E. Knowledge of applicable state and federal law, codes, and regulations regarding workforce development activities, program policies and procedures.
 - F. Knowledge of accounting principles and practices.
 - G. Knowledge of budget management principles and practices.
 - H. Knowledge of effective leadership and training methods.
 - I. Knowledge of accepted public administration, personnel, supervisory, and fiscal principles and practices.
 - J. Knowledge of problem solving and conflict resolution techniques.
 - K. Knowledge of workforce development methodology, programs, resources and providers
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.
 - B. Skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving issues and conflicts.
 - C. Skill in preparing accurate and concise written reports by established deadlines.
 - D. Proven problem-solving skills with demonstrated ability to gather, analyze and interpret information, generate reports and proposals, collaborate with and advise management, and effectively respond to user requests.
 - E. Strong math and analytical skills.
 - F. Skill in training others in the use of software programs.
 - G. Skill in evaluating and analyzing operations and procedures, including prioritizing, scheduling and coordinating work projects.
 - H. Skill in applying sound business judgment in decision making.
 - I. Strong customer service initiative coupled with solid interpersonal and public relations skills to work effectively with various officials, staff, citizens and other customers.
 - J. Skill in budget development and administration.
 - K. Skill in leading others in an open and participative work environment.
 - L. Skill in providing constructive feedback, coaching and timely intervention.
 - M. Skill in effectively managing multiple projects.

4. Ability Requirements

- A. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with 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 with minimal supervision.
- I. Ability to demonstrate integrity, use sound judgment, inventiveness, and make logical decisions in the performance of assigned tasks.
- J. Ability to perform mathematical computations related to financial analysis and the collections process.
- K. Ability to stay current on developing technology and its application for users.
- L. Ability to adapt to changing needs, manage multiple programs/projects.
- M. Ability to perform a wide variety of duties with accuracy and speed under the pressure of time-sensitive deadlines
- N. Ability to delegate work tasks and to lead teams and assignments of others within the established work group/partners.

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. Fine dexterity to operate a computer, calculator, and other office equipment.
- F. Ability to occasionally stoop, bend, and reach for supplies, files, etc.
- G. Ability to occasionally transport, usually by lifting and carrying materials or equipment such as file boxes weighing up to 40 pounds.
- H. Ability to attend work on a regular basis.

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