

## **Workforce Development Supervisor**

### **SUMMARY/PURPOSE**

This is a leadership-level position responsible for overseeing programs and supervising staff within the Workforce Development division, collaborating with the Workforce Development Operations Manager in the development and day-to-day implementation of programs and services to both jobseekers and employers. The Supervisor also plays a critical role in developing and maintaining internal and external partnerships with diverse stakeholder groups, leading innovation and ensuring compliance with federal and state requirements, and representing Workforce Development to employers and external stakeholders.

### **SUPERVISION RECEIVED**

The supervisor sets the overall objectives and resources available. The incumbent and supervisor, in consultation, develop the deadlines, projects, and work to be done.

### **SUPERVISION GIVEN**

Does have supervisory responsibility, typically for employees with some discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provide oversight and coordination of workforce programming among assigned program teams, ensuring that policies, procedures, and guidelines are clear and set forth in a consistent and collaborative manner.
2. Prioritize, assign, and direct the work of assigned staff, including establishing work standards, providing performance evaluations, delegating authority and responsibility, communicating instructions and information.
3. Assist in developing and monitoring program budgets and performance metrics, ensuring funds are spent in a responsible manner that achieves contract goals and is in compliance with all City, state, and federal regulations and requirements.
4. Build and maintain relationships and collaborative partnerships with employers, community organizations, educational institutions, and other entities to advance the goals and priorities of the department.

5. Lead and facilitate committees and interdisciplinary teams as required.
6. Monitor information systems and prepare reports for the Director relative to budgets and expenditures, participant enrollment and demographics, evaluation of program grant performance, and other relevant data and metrics.
7. Function as an active member of the CareerForce Duluth One Stop Operator and partnership team, helping coordinate building activities and partner collaboration.
8. Assist Operations Manager and Director in identifying service gaps and developing strategies to better serve participant and employer populations.
9. Research and identify available grant opportunities and help prepare grant applications, as well as drafting and submitting reports.
10. Meet and communicate effectively with program and fiscal monitors to ensure adherence to policies, regulations, directives and recommendations.
11. Work with Operations Manager to determine program scope, budgets, and draft work plans, including establishing goals and timelines.
12. Draft, review, and approve agreements, including community benefits workforce plans, Incumbent Worker Training contracts, professional services contracts, and/or on-the-job training contracts.
13. Respond to inquiries, requests, and complaints as necessary and in a timely manner.
14. Keep updated on pertinent legislation, program and compliance rules, and relevant regulations which could affect department operations and disseminate information to appropriate personnel.
15. Be prepared to demonstrate or learn all knowledge, skills, and abilities listed below.
16. May manage a caseload as needed to support programs and initiatives.
17. Manage employee performance, and provide training, coaching, and mentoring for new and existing staff in current and emerging methods, policies and procedures.
18. Provide clear, sufficient, and timely direction and information to employees about plans, expectations, tasks, and activities.
19. Demonstrate highly effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative toward improvements.

20. Make recommendations to the Operations Manager and Director regarding employment action, including hire, assignment, promotion, transfer, suspension, grievance resolution, discipline, or discharge of personnel.
21. Maintain awareness of and provide ongoing training of employees in labor market and economic trends, employer-driven workforce needs, emerging methods and trends, and evidence-based best practices, helping lead innovation and responsive programming across the division.
22. Coordinate with various City departments, other government agencies, and community groups to share resources, minimize duplication, and improve processes
23. Establish and maintain positive working relationships with employees, Manager, and Director by maintaining two-way communication, demonstrating consistent and reliable follow-through on assignments, advocating for team operational needs, and offering expertise to improve processes, systems, and overall efficiency.
24. Other duties as assigned.

### 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. Bachelor's degree in a human service/human resource or management-based field (such as social work, vocational rehabilitation, public administration, sociology, criminal justice, or psychology), or a related field and at least two (2) years of full-time equivalent experience working in employment or vocational counseling, employee assistance counseling, skill assessment and training, or a related field. A master's degree in a relevant field may be substituted for two (2) years of experience. At least one year of this experience must be in a supervisory or lead capacity.
2. License Requirements
  - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.

### 3. Knowledge Requirements

- A. Knowledge of workforce development projects and program planning, implementation, management, analysis, and evaluation principles and practices.
- B. Knowledge of individual and group counseling techniques used in assessment, career and short-term personal counseling, and crisis intervention.
- C. Knowledge of effective job search and job retention strategies.
- D. Knowledge of employer and labor union recruitment and hiring strategies and techniques.
- E. Thorough knowledge of employment conditions throughout the region, including social, economic, and community issues impacting area businesses and employment opportunities.
- F. Knowledge of grant-funded programs and processes.
- G. Knowledge of effective supervision methods, including communication and conflict resolution techniques.
- H. Knowledge of workforce development methodology, programs, resources, and providers.
- I. Knowledge of problem-solving and conflict-resolution techniques.
- J. Knowledge of applicable safety requirements.
- K. Knowledge of City policies and procedures.
- L. Knowledge of applicable City, state and federal laws, codes, and regulations, regarding workforce development activities, program policies, and procedures.
- M. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- N. Knowledge of budgetary and management principles, practices, and procedures.

#### 4. Skill Requirements

- A. Skill in designing and implementing effective workforce development programs.
- B. Skill in building and managing employer, labor union, education, and community partnerships.
- C. Skill in building and maintaining positive relationships with diverse individuals and groups.
- D. Skill in active listening and effective English language communication both speaking and in writing.
- E. Skill in managing contracts and budgets.
- F. Skill in developing, implementing, evaluating, and refining processes and procedures.
- G. Skill in analyzing and organizing information to develop, evaluate, and improve programs.
- H. 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.
- I. Skill in preparing and presenting accurate and concise written and oral reports to individuals and groups by established deadlines.
- J. 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.
- K. Skill in training others in tools and methods required for completion of job duties, and providing constructive feedback, coaching, and timely intervention.
- L. Strong customer service skills coupled with solid interpersonal and public relations skills to work effectively with various officials, staff, citizens, employers, and other customers.
- M. Skill and proficiency with general office equipment, computer systems, and job-related software applications including Microsoft Office Suite with advanced skill in Excel and Word.

- N. Skill in managing and coordinating one's own time and the time of others, including prioritizing, scheduling and coordinating work projects.
- O. Skill in completing assignments accurately and with attention to detail.
- P. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- Q. Skill in motivating, developing, leading, and supervising people in an open and participative work environment.

5. Ability Requirements

- A. Ability to plan, direct, coordinate, meet deadlines, evaluate, and modify workforce development programs with attention to detail.
- B. Ability to plan and facilitate effective meetings of diverse internal and external stakeholders.
- C. Ability to develop and maintain effective working relationships with public officials, community organizations, management, and the public, and work effectively as a team player.
- D. Ability to respond to inquiries in a timely manner and with complete accuracy.
- E. Ability to work independently, exercise initiative, and make independent judgment while demonstrating dependability, responsibility, and consistency in job performance.
- F. Ability to administer and monitor the effectiveness of the City of Duluth Workforce Development programs and lead program improvements.
- G. Ability to adapt to changing needs and manage multiple programs/projects.
- H. Ability to perform a wide variety of duties with accuracy and speed under the pressure of time-sensitive deadlines.
- I. Ability to delegate work tasks and to lead teams and assignments of others within the established work group.
- J. Ability to set and lead others in achieving performance standards and goals.
- K. 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.

- L. Ability to communicate and interact effectively with a variety of individuals, including members of the public, coworkers, and external partners in person one-on-one and in groups, and in writing.
- M. Ability to recognize, analyze, and problem-solve a variety of situations.
- N. Ability to consistently and independently prioritize one’s own work and the work of others, including scheduling, assigning staff, and securing resources.
- O. Ability to handle difficult and stressful situations with professional composure.
- P. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- Q. Ability to interpret laws, contracts, policies, complex materials, procedures, etc. and explain them to others.
- R. Ability to manage a budget and work within the constraints of that budget.
- S. Ability to demonstrate integrity and maintain confidentiality, use sound judgment, inventiveness, and make logical decisions in the performance of assigned tasks.
- T. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying light items such as papers, books, small parts; driving an automobile, etc.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lit, heated, and ventilated.

HR: HD	Union:Supervisory	EEOC:	CSB: 05/05/2026	Class No: 0000
WC: 0000	Pay: 20	EEOF:	CC: 00/00/0000	Resolution: 00-0000R

FLSA Exemption Type: (Pick One) Administrative [HR, Accounting, Finance, Payroll, Legal, PR, Compliance, etc.], Executive [CEO, CFO, Managers, Supervisors, Employees in Decision-Making Roles], Professional [Lawyers, Licensed Engineers, Architects, Roles that Require Advanced Education]