|  | **POSITION TITLE:** |
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| **SENIOR ASSOCIATE DIRECTOR OF** **WORKFORCE SERVICES** |
| **POSITION DESCRIPTION** |
| **Reports to: Chief Executive Officer** | **Type of Position:****\_\_X\_ Regular Full-Time****\_\_\_\_ Regular Part-Time****\_\_\_\_ Temporary** |
| **Full Salary Range: $ 37.96/Hr. – 50.49/Hr.****Starting Salary Range: $37.96/Hr. – 41.72/Hr.** |
| **FLSA: \_\_X\_ Exempt \_\_\_\_ Eligible** |
| **JOB SUMMARY:**This key executive level position is an imaginative and inspiring leader with enduring commitment to building a workforce system that provides exceptional services for residents in the PacMtn Region. The position is laser-focused on customer service and ensuring the humanity of all customers is centered in PacMtn’s work.The position oversees development and management of workforce programs, including all WIOA Title 1 programs and contracts. The Associate Director provides innovative leadership to coordinate and leverage multiple workforce development programs being delivered by regional providers and internal staff. This position ensures successful implementation of integrated service strategies and aligns service delivery partnerships. The Associate Director will be responsible for program compliance with federal and state regulations, performance tracking and management and defining scopes of work that achieve desired outcomes. The position works collaboratively and closely with other members of the executive team to holistically create and implement programs to serve the regions workforce and business population. The Associate Director manages complex projects involving multiple organizations and project teams. They will collaborate with diverse partners and accomplish desired outcomes in accordance with the mission and values of PacMtn. The successful candidate will be a strong leader with program and contract management skills, grant administration experience and creative networking skills necessary to continually enhance and broaden the reach of workforce development programs aimed at enriching people’s lives and the economic strength of the counties we serve. |
| **JOB FUNCTIONS:**1. Implement a streamlined service delivery system that utilizes required partners within the system and elicits support from those not yet engaged.
2. Proactively works with WorkSource administrators, leaders and as appropriate staff community agencies and organizations throughout the region to coordinate and enhance services for customers.
3. Designs efficient and effective service delivery systems for workforce development programs.
4. Oversees the management and performance of workforce contracts and programs.
5. Provides support and assistance to contract holders and monitors performance of programs relative to grant requirements to ensure compliance with laws, regulations and PacMtn policies.
6. Supports One-stop Operator and one-stop delivery of services. Helps with coordination One-stop certifications and compliance.
7. Oversees development and coordination of memorandums of understanding and other partnership agreements.
8. Forecasts long-range demand-driven needs for workforce solutions in the region. Proactively develops strategies to address barriers to employment.
9. Lead opportunities for new program and partnership development including defining, scoping, performing risk mitigation, cost benefit analysis, budget development, timelines and executing approved plans.
10. Act as an agency training and information resource on matters related to innovation and sector strategy
11. Serve as agency conduit for communication with other regional innovation and thought leaders.
12. Supports the development of local and regional strategic workforce planning.
13. Responsible for differentiating and communicating project requirement versus local policies and practices, project planning, team member recruitment and training, development and management of work plans, issue and risk management.
14. May perform special projects requiring extensive research, interpretation, or commentary on current or emerging trends and community concerns.
15. Directs work and provides daily oversight of department staff. May also include supervision of interns, volunteers, AmeriCorps or similar program;
16. Inspires, mentors, provides personnel evaluations, and recommends improvement plans and disciplinary action as appropriate.
17. Tracks project or department work performance in accordance with established guidelines.
18. Provides staff support to WDC Board or assigned committees and task forces.
19. Participates on external community groups to provide PacMtn visibility and leadership on matters of workforce development.
20. Creates and disseminates original content and existing key content to support program development, including studies, data, reports, and articles. Drafts correspondence and prepares appropriate accountability reports including quarterly performance and grant reports.
21. Reviews and develops recommendations for procedural or policy changes affecting operations and projects in area of responsibility. Develops internal processes for the effective and efficient implementation of collaborative tools and platforms.
22. Serves on the executive leadership team and may represent the CEO at external meetings and events.
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| **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**1. Able to develop and manage innovative workforce development programs consistent with federal and state regulations and funding protocols; capable of aligning current and new program development and evaluating the application of workforce laws and regulations as a part of the decision making and problem-solving processes.
2. Skilled in strategic and operations planning for workforce development programs; able to articulate and communicate high-level, global information into practical details and vice-versa. Understands and applies contract negotiation processes
3. Provides assistance in proposal writing and fund procurement through federal, state and other funding sources for workforce development programs; can build and apply financial and program forecasting models with foresight and accuracy
4. Can build and sustain internal and external customer satisfaction by identifying and analyzing regional workforce customer needs; able to connect labor market data, economic conditions and the effects associated with unemployment and dislocation for planning to meet the needs of customers including for those who are “hard to serve.”
5. Proven history of meeting business and industry labor-market expectations and needs through regional workforce development, relationship building and networking; able to project, evaluate and respond in a timely manner to changing economic conditions.
6. Accomplished in leading, supervising and coaching of mid-size team; able to recognize actions and performance affecting progress. Skilled in recruiting, selecting, mentoring, evaluating, disciplining, and conveying employee value to the organization; can guide learning processes through employee-centered training, facilitation and coaching that encourages learner independence. Able to plan staff training and development and can evaluate and choose development alternatives.
7. Excellent oral and written communication skills.
8. Demonstrated experience in partnership development and maintenance.
9. Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations and ability to create and understand complex cost proposals and budgets.
10. Demonstrated experience in project planning, management, and evaluation techniques.
11. Ability to gather, analyze, and interpret data to present ideas, conclusions, and factual data in clear and concise written and oral formats.
12. Skilled in planning and prioritizing work effectively, working independently and with minimal supervision.
13. Can implement service delivery programs in a multi-agency setting; understands the history and foundation of state and local workforce development areas and comprehends the interrelationship between workforce systems and partner agencies’ laws and regulations.
14. Can develop and monitor budgets and staffing plans based on grant funding; applies strategic analyses and designs plans for expansions, reductions, and reassignments integrating present and future workloads.
15. Can formulate and monitor performance measures and implement actions required for corrected or improved performance relative to set standards.
16. Can effectively and efficiently identify, analyze, negotiate, and solve problems among employees and managers in a multi-agency setting with a diverse customer base; able to clearly articulate needs, respect points-of-views, diffuse adverse reactions and offer alternatives.
17. Has familiarity of education, training, community, and business resources relevant to workforce development throughout the region.
18. Able to access, analyze and apply multi-level regional and national demographics, trends, and labor market data and make recommendations for expanding or decreasing programs and services based on analyses; can evaluate labor market data for forecasting and application to future changes.
19. Can apply business management principles in workforce development programs; able to anticipate and assess programs, problems and opportunities, plan solutions, monitor implementation, timeframes, and trends, and evaluate results and adjust. Can scrutinize and modify resources to address program and financial requirements.
20. Able to apply continuous improvement principles and practices; can maximize attributes and minimize limitations and empower individuals/teams to achieve excellence. Able to generate teamwork through models of reliability, proficiency, influence, efficiency, and effectiveness integrating diverse methods of thinking and reframing to create new insights.
21. Able to establish and maintain effective relationships with workforce development program stakeholders and customers; can conceptualize the public/private partnership within the workforce system and recognize emerging connections.
22. Able to provide direction and leadership in the absence of the CEO of the organization; can process in generalized structure adding detail as deemed relevant.
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| **PREFERRED EXPERIENCE AND TRAINING:**Post-secondary training, certificates and/or degrees in areas including community development, education, economic development, business administration or human services plus five years’ experience; with at least two years executive-level leadership experience or equivalent combination of education and experience that allows one to demonstrate desired knowledge, skills and abilities. |
| **WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**The work is performed in an office environment. Minimal bending, stooping, kneeling or lifting involved.Requires regular travel in the five-county region, occasional travel within Washington State, and national meeting attendance.  |
| **OTHER:**None |
| *PacMtn is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Washington Relay 711* |