

EMPLOYMENT SERVICES MANAGER

DEFINITION

To plan, organize, coordinate and supervise staff in a County-wide program of employment counseling, pre-employment/employment training, and employment services, ensuring compliance with agency mission, funding guidelines and federal regulations; to maintain and enhance partnerships within the community to ensure adequate resources for those served.

DISTINGUISHING CHARACTERISTICS

This is a single position class. The predominant focus of the position is to manage, plan and coordinate employment counseling, training and services programs and activities. The incumbent exercises discretion in applying general goal and policy statements and in resolving organizational and service delivery problems. The Employment Services Manager ensures that assigned activities are completed in a timely and efficient manner consistent with defined policies and regulations.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned higher level management; exercises direct supervision over professional and technical staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Plans, organizes, coordinates and supervises a County-wide employment training program, including classroom training, pre-employment skills training, job placement and on-the-job training, work experience, and other related training and case management services.

Ensures adequate management of related grants / grant programs.

Develops and implements program policies and procedures; prepares and/or revises operational plans for assigned programs.

Interprets and explains program rules and regulations to clients, other agencies, and the general public.

Coordinates activities with economic development personnel as necessary to maximize program efficiency and effectiveness.

Attends and participates in a variety of staff, community and agency meetings as required to share information, plan and implement programs.

Reviews and approves client training contracts; develops, writes and monitors cooperative agreements with partner agencies.

Monitors program compliance reports for submittal to various agencies; takes corrective action as necessary to maintain compliance with laws, rules and regulations.

Assists in preparing program budgets; approves program expenditures; maintains, verifies and submits documentation for costs and required payments.

Plans and coordinates equipment purchases for division staff.

Selects, trains, motivates and evaluates the work of assigned department personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline as required.

Participates on a variety of boards and commissions; attends and participates in professional groups and committees.

Performs general administrative work as necessary, including preparing reports and correspondence, entering computer data, attending meetings, reviewing and distributing correspondence, copying and filing documents, etc.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and local laws, codes and regulations.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Basic principles and practices of budget preparation and administration.

Principles and practices of supervision, training and performance evaluation.

Employment and other public social services programs.

Principles and practices of program management and administration.

Principles and practices of program planning, monitoring and evaluation.

Public funding and budget preparation; basic financial record-keeping and reporting.

Community needs and resources.

English usage, spelling, grammar and punctuation; basic mathematics.

Modern office practices and technology.

Ability to:

Understand, interpret and apply pertinent laws, codes and regulations.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Coordinate and administer employment and training programs.

Plan, organize and direct the work of others.

Analyze situations accurately and adopt an effective course of action.

Develop and control expenditures of a multi-faceted program budget.

Enlist the cooperation of and work effectively with community organizations, government agencies and others.

Establish and implement goals and objectives.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of experience in employment, eligibility or social services work in a public social services agency at a supervisory or management level.

Training:

Bachelor's degree with major course work in social services or related field; Masters degree in Business or Public Administration or Social Work desirable.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid California driver's license.

Classification Code:	1477927
Bargaining Unit:	10
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	Refer to current "Class Range Sort List"