



## **CAREER OFFICE MANAGER**

### **Position Description**

The individual in this position is an experienced human resources professional who creates and maintains a positive work environment that allows career office staff to be successful in providing quality service for residents.

She/he plans, organizes and leads the office operation so that staff knows what is expected of them and have adequate resources to do good work.

She/he makes sure the office staff provide good service for customers and treat customers professionally and courteously.

### **Reporting Requirements**

Reports to Contractor's Corporate Designee

### **Relationships outside Workforce Solutions**

The career office manager has relationships with employers near his or her office, community leaders (including local government leaders), area schools, and other community organizations.

### **Relationships inside Workforce Solutions**

**Inside an office:** The career office manager supervises several or more office staff directly and has direct or indirect relationships with all supervisors and line staff in the office. The manager also works cooperatively with any Recruiters, Business Consultants or Employer Service Regional Managers located in the office, as well as staff from the Texas Veteran's Commission and other organizations offering staff service through the career office.

**Inside Workforce Solutions:** A career office manager develops on-going relationships with other office managers in the region, including those managers employed by different career office contractors; with Employer Service staff, including Regional Managers, Business Consultants, Recruiters and others located outside the manager's office; and with the Board staff.

These relationships are in addition to the formal reporting requirements and relationships an office manager develops inside his or her contractor organization.

### **Qualifications**

- Bachelor's degree and a minimum of two years experience in the work place or
- Substitute 2 years of management experience for each year of college or

- Five years of experience at Workforce Solutions – at least some of that in a supervisory role

#### Knowledge and Abilities

- Knowledge and understanding of the labor market and jobs
- Able to identify and solve problems
- Able to generate, interpret and analyze reports
- Proficient in Microsoft Windows and Office; familiar with and able to use computers; able to learn new software
- Ability to work well in teams and independently; Able to work with resident customers and other staff (flexible, congenial and adaptable)
- Ability to communicate orally and in writing at a professional level; Must have some, public speaking experience; Able to effectively present information to the public.
- Flexible and creative in the use of resources to meet changing customer demands
- Self-motivated and self-directed
- Results-oriented

#### Duties and Responsibilities

##### *Management Responsibilities*

- Clearly communicates expectations and priorities to office staff
- Delegates and reviews status of on-going work to assure expectations are being met
- Communicates throughout every level of Workforce Solutions system – RSD and ESD office staff, administrative staff, Board staff, other managers
- Directly supervises and evaluates the performance of office supervisors or team leaders.
- Ensures daily activities and tasks are aligned with the annual and long-term goals of Workforce Solutions System and assists in setting short-term goals and objectives
- Understands and implements the franchise requirements – Mission, Core values, Standards and Guidelines
- Is creative and flexible in the use of resources to meet the needs of all Workforce Solutions customers
- Serves on work groups and manages special projects and assignments when required
- Ensures that company and contract policies and procedures are followed
- Is responsible for meeting contract performance goals
- Manages an office budget
- Assures Workforce Solutions facility is safe and that systems work; Arranges for needed repairs.
- Coordinates work activities of the office with other offices to improve services to our customers.

##### *Human Resource Responsibilities*

- Identifies internal staffing needs and conducts interviews, makes hiring and termination recommendations
- Evaluates and recommends personnel actions including salary increases, bonuses, and improvement plans
- Oversees coaching and on-the-job training of new employees or arranges for training of personnel.

*With Resident Customers*

- Uses good judgment in resolving customer complaints
- Responsible for accurate determination of eligibility and award of Workforce Solutions financial aid

*With ESD Staff*

- Answer questions from Employer Service staff, supervisors and managers
- Communicates with Employer Service management and staff to coordinate a response to employers' workforce needs
- Fosters a productive working relationship with ESD management through flexibility, adaptability, and congeniality to find solutions for employers
- Represents Workforce Solutions in the community at meetings, conferences, and seminars or on boards, panels and committees

*Data and Monetary Responsibilities and Safekeeping*

- Ensures timely and accurate data entry
- Maintains and assures confidentiality of all customer files.
- Responsible for safekeeping of all cash substitutes