



CAREER OFFICE SUPERVISOR

Position Description

- The career office supervisor works as a partner with her manager to oversee office staff and to make sure that the office's activities align with Workforce Solutions mission.
- The supervisor leads, coaches, mentors and monitors staff to ensure they are properly trained in Workforce Solutions policies and procedures and carry out assigned work
- The supervisor creates an office environment in which staff are focused on individualized and quality customer service.

Reporting Requirements

Reports to Career Office Manager

Relationships outside Workforce Solutions

May represent Workforce Solutions with outside organizations

Relationships inside Workforce Solutions

Inside an office: The career office supervisor oversees the work of several office staff directly and has direct or indirect relationships with the office manager, other office supervisors, and line staff who report to other supervisors. The supervisor also works cooperatively with any Staffing Specialists, 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: May serve on workgroups and manage special projects and assignments

Qualifications

- Bachelor's degree and a minimum of two years experience in the work place, or
- 4 years of management experience - 15 semester hours of college credit may be substituted for each 6 months of management experience, or
- 2 years of experience at Workforce Solutions with good performance reviews and a recommendation from her/his current supervisor.

- Receives the National Workforce Institute Level 1 certification (Certified Workforce Professional) within six months of starting work as a Supervisor.
- Receives the National Workforce Institute Level 2 certification (Certified Workforce Expert – Direct Customer Contact: Job Seeker Services - Management) within two years of starting work as a Supervisor.

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
- Flexible and creative in the use of resources to meet changing customer demands
- Self-motivated and self-directed
- Results-oriented

Duties and Responsibilities

Works with manager to oversee staff and align work with Workforce Solutions Mission

- Understands and supports Workforce Solutions Mission and Values
- Clearly communicates to line staff how their work supports and advances Workforce Solutions Mission and Values
- Manages change by explaining why and how changes are implemented
- Clearly communicates expectations and priorities to line staff
- Communicates to the manager on behalf of line staff needed resources, problems in effectively accomplishing the unit's work, and proposed solutions to problems
- Coordinates unit's work with other units in the office
- Communicates with Employer Service staff to coordinate a response to employers' and residents workforce needs
- Is responsible for meeting office performance goals

Leads, coaches and mentors and monitors staff

- Leads by example
- Properly disseminates and interprets information to staff
- Delegates and reviews status of on-going work to ensure that staff are meeting expectations and are completing their assigned work on-time
- Assures timely and accurate data entry
- Directly supervises and evaluates the performance of line staff reporting to the supervisor

- Provides line staff regular written performance evaluations and conducts conferences to discuss individual staff strengths, weaknesses, and areas needing improvement.
 - Recorded observations have meaningful, helpful comments that have been shared with staff.
- Identifies how individual staff may benefit by coaching and/or mentoring from supervisory or other senior staff members to increase general labor market knowledge and develop competence in applying that knowledge to help Workforce Solutions customers
- Recommends appropriate personnel actions including salary increases, improvement plans and termination when necessary.
- Recognizes problems in office operations, helps identify the root cause of problems, and suggests and implement solutions

Creates an office environment where staff focus on quality customer service

- Assures that staff are continually reminded to provide quality customer service
- Assures staff understand how Workforce Solutions defines quality customer service
- Assures staff understand how each one can provide quality customer service
- Provides customers the opportunity to complain and uses good judgment to quickly resolve or elevate complaints
- Follows up on complaint resolution

Other duties

- Initiates personal development in preparation for increased responsibilities
- Ensures that company and contract policies and procedures are followed
- May help assure Workforce Solutions facility is safe and that systems work; may arrange for needed repairs.
- Manages staff time and leave
- Participates in hiring decisions

Career Office Supervisor Performance Expectations

There are two areas in which we evaluate career office supervisors' job performance: (1) a performance review written by the supervisor's manager, and (2) a resident customer satisfaction email survey

1. Supervisory review.

The office manager will conduct a formal written review of the supervisor twice each year. The manager will document the review on the "Guide for One-on-One Sessions" and assign one of the three ratings listed below. The manager will explain the rating on the review guide or an attached page. See Guide to One-on-One Sessions.

- a. Supervisor Exceeds Expectations
- b. Supervisor Meets Expectations
- c. Supervisor Does not Meet Expectations

2. Resident Customer Survey – Conducted twice yearly

- a. Supervisor Exceeds Expectations – Office scores 3.84 or above on the customer satisfaction survey
- b. Supervisor Meets Expectations – Office scores between 3.52 and 3.83 on the customer satisfaction survey
- c. Supervisor Does not Meet Expectations - Office scores below 3.52 on the customer satisfaction survey

Overall Annual Rating

Supervisor Exceeds Expectations – Exceeds Expectations on at least one of the measures and does not fail to meet the other on the end of year review.

Meets Expectations – Meets both expectations on the end of year review

Does Not Meet Expectations – Fails to meet expectations in either of the measures on the end of year review