



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

Career Office Manager Job Description Performance Expectations

There are four different areas in which we plan to evaluate career office managers' job performance: (1) numbers that measure production and outcomes, (2) a supervisor's written review, (3) a 360 review, and (4) a resident customer email survey

- Managers who work for a contractor that overall fails to meet expectations on the numbers may earn some level of bonus, if those managers meet expectations for all their individual office's numbers.

1. The Numbers

The manager's office must contribute to meeting the 14 outcome targets applicable to resident service set by the Workforce Board and 14 production targets imposed by the state.

Board staff set expectations for each contractor; and contractor senior management set expectations for each of their offices based on the Board's expectations. The total of all office targets must, at a minimum, equal the targets the Board expects of the contractor.

- **Contractor meets all outcome and production targets.** If the contractor meets all contracted outcome targets and all production targets, the manager's numbers review will include only his/her office's contributions to the outcome targets.
 - a. Manager exceeds expectation if his/her office meets 13 or 14 of the 14 Board Measure targets for his/her office. (see attached chart)
 - b. Manager meets expectations if his/her office meets 11 or 12 of the 14 Board measures.
 - c. Manager does not meet expectations if his/her office meets fewer than 11 of the 14 Board measures.
- **Contractor does not meet all outcome and production targets.** If the contractor does not meet all the outcome and production targets, the manager's numbers review includes his/her office's contributions to the outcome and the production targets.
 - a. Manager cannot exceed expectations
 - b. Manager meets expectations if his/her office meets all outcome targets and production targets.

- c. Manager does not meet expectations if his/her office does not meet all outcome targets and production targets.

2. Supervisory review – See Guide to One-on-One Sessions – Career Office Managers

The corporate director will conduct a formal written review of the manager twice each year. The director will document the review on the attached Guide and assign one of five ratings. The director will explain the rating on the document or an attached page.

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

3. 360 degree review – *Group will recommend questions, staff for inclusion in the survey and ratings*

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

4. Resident Customer Survey – *Susan Saurage of Saurage Marketing Research will recommend ratings*

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

Overall Annual Rating – Bonus Eligibility

Manager Exceeds Expectations – The manager will receive 100% of the bonus when she/he Exceeds Expectations on all four measures

Meets Expectations – Manager will receive between 60% and 92% of the bonus depending on which measures she/he meets and which she/he exceeds. (Manager Bonus Chart)

Does Not Meet Expectations – Manager will not receive a bonus if she/he fails to meet any one of the four expectations