

GUIDE FOR ONE-ON-ONE SESSIONS

CAREER OFFICE MANAGERS

One-on-One sessions between Office Managers and their corporate directors will supplement other measures of performance by providing a written record of discussion between the two concerning the office manager's performance.

INSTRUCTIONS: In rating a manager's performance, the corporate director will consider time on the job and previous discussions concerning expectations and performance. The career office manager's direct supervisor will conduct at least two formal sessions each contract year with each career office manager supervised. The two will discuss each of the five categories listed in the job description, and here, during each conference and the corporate supervisor will note areas of importance that affect the rating.

Notes from these sessions will follow this list of categories, items, and ratings. The corporate director will attach notes or write in the area provided. Both the regional manager and career office manager will sign and date the notes after the conference and each will retain a copy. Signature does not imply agreement but acknowledges the meeting took place.

The Regional Manager will rate the Career Office Manager in each of the five categories as:

- Exceeds Expectations
- Meets Expectations or
- Does not Meet Expectation

The bullets listed on the following pages define "meeting expectations" for the category.

The corporate director will assign one overall rating of the directors assessment of the manager's performance as

- Exceeds Expectations
- Meets Expectations or
- Does not Meet Expectation

The overall rating will consider each of the categories and items listed below. The director will explain how he/she came to the overall rating in attached notes.

**DISCUSSION GUIDE FOR ONE-ON-ONE SESSIONS
CAREER OFFICE MANAGERS**

CATEGORY	MEETS EXPECTATIONS	RATING
Management Responsibilities	<p>The Regional Manager rating will consider time on the job and previous discussions concerning expectations and performance.</p> <ul style="list-style-type: none"> • Office staff members understand expectations and priorities for the office and the individual. • The office is meeting expectations and the manager identifies and corrects weaknesses as they occur. • Office supervisors know how to do their job and the manager requires them to do it thoroughly and well. They get appropriate feed back on strengths and weakness from the manager. • Manager takes responsibility for aligning the offices daily activities & tasks to accomplish annual and long-term TWS goals. Manager sets short-term goals leading to a successful office operation. • Manager exhibits understanding of franchise requirements – Mission, Core Values and Standards and Guidelines. Manger assures that office staff implement franchise requirements. • Manager is creative and flexible in use of resources to meet the needs of all Workforce Solutions customers. • Manager contributes to improving TWS franchise policy and procedures by serving on work groups and managing special projects when asked. • Manager follows company polices and procedures. • Manager keeps office expenses within budget, assures the facility is safe and systems work. • Manager cooperates and works with other offices to improve services to our customers. 	

<p>Human Resource Responsibilities</p>	<ul style="list-style-type: none"> • The manager identifies and fills positions in a timely manner. • Manager evaluates and recommends personnel actions fairly and quickly. • Manager is adequately knowledgeable of the duties of each office position to assure that on-the-job training is thorough and correct. • Manager assures that staff receive needed class room training by encouraging attendance at NWI classes. 	
<p>Responsibilities with Resident Customers</p>	<ul style="list-style-type: none"> • The manager welcomes and addresses customer complaints, as they occur, fairly and with good customer service as a guide. • Manager oversees determination of financial aid awards. Awards must meet eligibility guidelines and must be reasonable. 	
<p>Responsibilities with ESD Staff</p>	<ul style="list-style-type: none"> • Manager and ESD staff communicate regularly to cooperate in meet all of the Board measures - those that are RSD responsibility as well as those that are ESD responsibility. • Communication with ESD staff results in good labor market information dissemination, direct placements, and order fills. • Manager is available to answer questions from Employer Service staff supervisors and managers. • Manager is responsible with ESD staff for solving any and all problems to the benefit of Workforce Solutions • Manager communicates with ESD management and staff to coordinate a response to employers' workforce needs. • The manager represents Workforce Solutions well in the community, at meetings, conferences, and seminars or boards, panels, and committees. • The manager is active and included in workforce events in the community served by the office. 	
<p>Data & Monetary Responsibilities</p>	<ul style="list-style-type: none"> • Manager assures that the office data entry is accurate and completed daily, files are kept according to TWS policies and cash substitutes are safe. 	

CORPORATE DIRECTORS COMMENTS

Please provide written feedback regarding the Office Manager's strengths and weaknesses in each of the following areas.

**Management
Responsibilities**

**Human Resource
Responsibilities**

**Responsibilities with
Resident Customers**

**Responsibilities with
ESD Staff**

**Data and Monetary
Responsibilities and
Safekeeping**

**Additional Comments/
Plan for Improvement**

Overall rating: (Circle one) Explained above or on attached notes.

- Exceeds Expectations
- Meets Expectations
- Does not meet Expectations

Office Manager's Signature

Date

Corporate Director Signature

Date