

Market Range Detail - Workforce Development Manager

Effective Date

March 19, 2012

Market Range Title Description

This position is responsible for managing all partner organization participation, developing and implementing new and improved services, and facilitating the operations of the staff activities and services at the WDD One-Stop Centers. The position will also develop policies and procedures for the area of responsibility and manage safety, facilities, equipment, and budgets in order to meet customers' needs.

Manage the MWC Partners' Committee to develop policies, ensure MOU compliance, and track MWC system-wide performance. Recommend, develop and implement new and improved program offerings and service delivery models for both internal services and partner services. Represent MWC to government, civic, non-profit and business organizations. Participate on workforce and social service related boards and task forces. Coordinate services and serve as the main point contact for all One-stop partner personnel and County personnel; including performing background checks and administering One-Stop center policies and procedures. Facilitating the operations and services provided by all One-Stop partners in order to meet requirements and mandates of WIA (Workforce Investment Act). Ensure staffing levels and patterns are adequate, comply with MOU agreements and with One-Stop partners. Ensure all One-Stop services are available at each Maricopa Workforce Connection Career Development Center. Responsible for ensuring adequate the supervision of all One-Stop center staff members. Develop policies and procedures for the center. Plan, prepare, and facilitate monthly mandatory all-staff meetings and include each partner entity on the standing agenda in order to promote their program and services. Coordinate with all partner staff on getting data for statistics on enrollment, referrals, co-enrollments, and service-specific utilization, on a monthly basis. Report statistical elements in a matrix format to the Assistant Director monthly to show utilization trends, show progress, and development needs. Promote availability of common activities to all One-Stop staff. Ensure that the needs of all One-Stop programs are met. Identify and promote resources to enhance services to partner programs and customers of the One-Stop System. Oversee the staff identified to work in the computer lab, resource room, and reception counter. Ensure that the schedules are adhered to, ensure that staff is trained to perform in these areas, and ensure that partner staff are adequately providing resources and staff time to engage in this activity. Conduct monthly meetings to review front-end activities, including providing on-going, in-service trainings to continue staff development for optimal customer satisfaction. Oversee equipment, safety, operations and supplies budget for the Center. Ensure that all physical facilities and equipment of the Center are available for the use of clients and staff. Modify and provide direction to ensure progress towards specific Workforce Development activities, goals, and objectives are accomplished. Submit program administration process concerns, personnel issues, schedule conflicts, etc -- in written format to the Assistant Director in order to be communicated to the Management Council for resolution. Be available to approach the Management Council with these issues with written documentation upon request. Establish and maintain a positive working relationship with One-Stop partner programs and organizations; recommend solutions to the management team for problematic issues. Analyze and research potential funding or program expansion opportunities for the purpose of improving and increasing employment and human service participation in the center. Represent the Assistant Director as assigned at federal, state, or other meetings or events, or participate as the MWC representative on community task forces or other regional projects.

Market Range

Minimum Hourly Rate	Midpoint / Hiring Maximum	Maximum Hourly Rate
\$25.60	\$32.32	\$39.03

Glossary:

Market Range Title: Broad grouping of related positions with like job responsibilities and qualifications. Market Range Titles typically include positions ranging from entry level to senior/lead level unless indicated otherwise.

Effective date: The date the salary range was implemented for use.

Market Range Title Description: Broad description of sample job duties and responsibilities of positions included in the Market Range Title. Each position included in a Market Range Title also has a job description that is specific to the department. Departments are responsible for writing and maintaining job descriptions for positions in their department. Employee Compensation is responsible for writing and maintaining Market Range Title Descriptions.

Likely Minimum Qualifications: Typical minimum qualifications for positions assigned to the Market Range Title. Because a broad group of jobs in different departments are included in a Market Range Title, minimum and preferred qualifications may vary slightly depending on the area of assignment.

Market Range: The minimum, midpoint, and maximum salary points for all positions included in the Market Range Title.

Hiring Range: The hiring range for all positions is ordinarily the minimum of the market range to the midpoint. The use of a different hiring range must be approved by Employee Compensation. Departments should use a hiring range that is within their funding capabilities and are required to comply with the County's Funded Position Policy ensuring that applicants are extended a rate that is supported by the department's budget.

Working Title: The specific title used by a department to identify a position within their organizational structure. Use of working titles is flexible and aimed to assist departments in identifying the unique functions and responsibilities of each position and is representative of the assigned Market Range Title. Ordinarily, supervisory and/or managerial titles should not be used for positions not assigned to a supervisory and/or manager Market Range Title.

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Likely Minimum Qualifications

- Bachelor's Degree in Public or Business Administration, Social Work, Human Services or Human Resources, or related field.
- Five (5) years of administrative experience in program or operations management, of which two years of the experience must include functioning in a supervisory, planning or management capacity.
- Other combinations of education, experience, or training that may be considered in substitution for the minimum requirements.

Working Titles

- Workforce Development Manager

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