Job Announcement

Title: Career Center(s) Manager

Salary:
- Hourly $22.00 - $26.00
- Monthly $3,750 - $4,500
- Annually $45,000 - $51,000

Location: Career Center, Elizabethtown, KY
Travel required in the Lincoln Trail Workforce Area: Breckinridge, Grayson, Hardin, LaRue, Marion, Meade, Nelson and Washington Counties

Job Type: Independent Contractor with Hightower Workforce Initiatives, LLC

Closing date and time: Continuous until filled.

Job Description: Career Center Manager
The Career Center Manager is a vital member of the One Stop Operator (OSSO) team and works under the supervision of the One Stop System Operator (OSSO) for the Lincoln Trail Workforce Area. The position provides operational oversight to all four (4) sites, one comprehensive center and three affiliate sites to maintain operations, maintain relationships with partners, and serves as central information source regarding functions, policies, procedures, and services of Lincoln Trail Workforce Center management activities. Under direction of the OSSO, manage and direct the activities and operations of the Lincoln Trail Career Centers including programs within the Workforce Innovation and Opportunity Act (WIOA). Integrate services into centers in multiple locations and ensure specified processes are consistent across all centers. Coordinate assigned activities with partners, outside agencies and the general public, and provide highly responsible and complex staff assistance to the OSSO.

Hightower Workforce Initiatives in partnership with Strumpf Associates: Center for Strategic Change, are under contract with the Lincoln Trail Area Development District and the Workforce Development Board as the One Stop System Operator charged with carrying out the functions of Kentucky Career Center operations. This includes providing center management services and services to employers. There are four career centers in the region:

Bardstown Career Center
860 W. Stephen Foster Ave.
Bardstown, KY 40004

Elizabethtown Career Center
233 Ring Road, Suite 100
Elizabethtown, KY 42701

Lebanon Career Center
516 Workshop Lane
Lebanon, KY 40033

Leitchfield Career Center
125 E. White Oak St.
Leitchfield, KY 42754
Essential Duties
These duties will be carried out in collaboration with and under the direction of the OSSO. This position must function both in an administrative and programmatic capacity to ensure that all Career Center work tasks are completed in conformance with all WIOA and the Lincoln Trail WDB’s policies and procedures.

- Maintain Weekly Check-ins, virtually, with the One Stop System Operator (OSSO).
- Work with the OSSO (Strumpf and Hightower) to identify processes and practices that may need changing and/or improving.
- Responsible for planning and coordinating the activities of WDB One Stop staff and partner staff collocated at the centers. Ensure coordination among all the partners, when relevant, with the Workforce Development Board’s WIOA Title I vendor in the delivery of services to youth, adults, and dislocated workers.
- Manage internal coordination of all One Stop activities, ensuring quality of services provided and implementation of Memorandum of Understanding among Career Center Partners.
- The Center Manager ‘home’ office is the Elizabethtown Center.
  - Be on site one day a week at each of the certified affiliate sites – Leitchfield and Bardstown to maintain a community presence, check in with collocated partners, and observe operations. Be on site at least one day a month at the Lebanon affiliate site. Maintain a regular weekly and monthly schedule to be on site.
- Oversee the preparation of operating schedules and coordinates day-to-day activities and governance of the One-Stop Center including the scheduling and management of the resource room and monthly workshop schedule.
- Compile weekly data integrity report and refers necessary items to partner staff for data reconciliation. Assist with collecting the necessary information required for reconciliation of the Infrastructure Sharing Agreement (IFA) required by WIOA.
- Coordinate customer traffic flow for services in the Career Centers.
- Coordinate, with the Business Solutions Team Lead, events such as job fairs and hiring events in the Centers.
- Resolve issues impacting the Center functional operations and processes customer complaints.
- Work with a variety of public and private organizations and make presentations as required.
- Contribute to the efficiency and effectiveness of Career Center partners employment and training services oversight by offering suggestions and directing or participating as an active member of work teams.
- Recruit new partners and providers to the Career Centers.
- Serve as liaison between the OSSO and the partners and other organizations as needed.
- Ensure EEO requirements are met, including staff training, appropriate signage, and awareness of EEO policies.
- Assist WIOA project staff with planning and executing common activities to advance program goals, including but not limited to event management.
- Work with the WDB’s marketing contractor to ensure accuracy and updated information is provided for the website.
• Maintain regular communication with all partners and their frontline staff, including facilitating a weekly staff 'stand up' meeting in the comprehensive center.
• Ensure quality service delivery to all One Stop customers.
• Participate on the Business Solutions Team and work collaboratively with the Business Solutions Team lead to be responsive to businesses.
• Work with partners to recruit job seekers to participate in virtual and in person job fairs.
• Convene and facilitate One Stop Management Team (CMT) meetings monthly, prepare agendas, and produce meeting notes after each meeting.
• Carry out the High School Graduates Initiative Project.
• Other duties and/or projects as assigned.

Additional Information:
• It is expected that the Center Manager will travel throughout the region to provide a presence at each of the centers to engage the community, partners, and attend meetings.
• The requirements of the position may include several before and after-hours’ events.
• The position may require participation in out-of-town events which include overnight stays and may include air travel.
• Attendance at events over weekends may be required.

Minimum Requirements
• Bachelor’s Degree in career development, counseling, rehabilitative counseling, guidance counseling, educational counseling, social work, or the equivalent; and three years’ experience in or related to management.
• Evidence of sensitivity to and understanding of the diverse socioeconomic, cultural, disability, and ethnic backgrounds of career center customers.
• Other credentials including substantial experience in public policy and workforce development, and/or work experience may be considered in lieu of or in conjunction with educational experience, AND
• Minimum 3 years of experience in workforce development, economic development, or related fields, OR
• Equivalent combination of education and experience.

Required knowledge, skills, and abilities:

Knowledge of:
• Operational characteristics, services and activities of programs such as One Stop Career Centers, the Workforce Innovation and Opportunity Act (WIOA), programs and processes related to dislocated workers and disadvantaged and underrepresented individuals;
• WIOA partner organizations;
• Community agencies and resources;
• Principles of budget preparation and management;
• Modern office procedures, methods and computer equipment;
• Principles and procedures of report preparation;
• Principles of supervision, training and performance evaluation;
• Pertinent Federal, state, and local laws, codes and regulations.

Skills:
• Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
• Speaking: Talking to others to convey information effectively.
• Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
• Negotiation: Bringing others together and trying to reconcile differences.
• Service Orientation: Actively looking for ways to help people.
• Active Learning: Understanding the implications of new information for both current and future problem-solving and decision-making.
• Coordination: Adjusting actions in relation to others’ actions.
• PowerPoint, Publisher, Word, Excel.
• Web page design and maintenance.

Ability to:
• Effectively supervise, plan, and coordinate the activities and operations of comprehensive workforce development services;
• Manage and coordinate the work of professional, technical and clerical personnel;
• Select, supervise, train, and participate in evaluation of staff;
• Interpret and explain Lincoln Trail policies and procedures;
• Prepare clear and concise narrative and statistical reports;
• Communicate clearly and concisely, both orally and in writing;
• Adapt to changing procedural requirements; maintain confidentiality;
• Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

Send Letter of Interest and Resume to:
Andy Hightower, President, Hightower Workforce Initiatives
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