

Northwest Workforce Council

PO Box 2009 (101 Prospect Street), Bellingham, WA 98227 - 360.676.3209 • 2005 E. College Way, Mount Vernon, WA 98273 - 360.416.3600
265 NE Kettle St., Ste. 102, Oak Harbor, WA 98277 - 360.675.5966 • PO Box 1696 (540 Guard Street #210), Friday Harbor, WA 98250 - 360.378.4662
- www.nwboard.org -

JOB DESCRIPTION

WorkSource Whidbey

Center Manager / Program Services Coordinator

POSITION OVERVIEW

The Center Manager is the principal day-to-day on-site operations manager of the WorkSource Whidbey Center. Under supervision of NWC's off-site Regional Manager, the position plans and manages the daily operations of the Center. In addition, in the capacity of the Program Services Coordinator, provides operational support along with clerical tasks to aid the Council's business operations, including those associated with its program services.

- The position works in a partnership environment and ensures partners remain in compliance with the Memorandum of Understanding (MOU) and corresponding Center procedures/protocols.
- Supports the core functions of the Council's direct service programs, focusing on potential to exceed performance outcomes.
- **Part-time position available at WorkSource Whidbey Career Center (Oak Harbor).**

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

WorkSource Center Management:

Coordinates Whidbey Center activities consistent with established policies and procedures aligned with the Northwest Workforce Council's Regional Strategic Plan, mission and vision, and in compliance with One-Stop Center protocols and practices.

- Monitor staff schedules and scheduling of group activities
- Coordinate Center calendar of events
- Ensure EO compliance and uninhibited access to facility and multiple programs services
- Monitor safety and security, and participate on regional safety committee
- Work with NWC leadership team in coordinating facility issues / vendors (NWC is leaseholder)
- Maintain WorkSource Brand Standards and liaison with the region's Marketing and Media Designee
- Ensure professional appearance of Center is maintained at all times

NWC Direct (Program) Services Support

Responsible for providing diverse clerical and/or administrative support for a variety of NWC programs, services, and NWC staff resident at the Center. Work includes basic project management, data and records management, and organizing and coordinating services to customers.

- Facilitate workflow with NWC staff for accurate completion of assignments/projects
- Maintain complex databases, generate reports to support program management and meet performance goals
- Assist NWC program staff with case management services / activities to meet performance outcomes

Team Collaboration:

As part of a team environment develops and maintains a productive and collaborative relationship with agency and partner staff, customers, community providers and partner agencies.

- Facilitate select meetings and seek continued participation from community and program

- partners
- Provide leadership and coordinate NWC's Center certification process and application materials
- Facilitate regular objective assessment of the service delivery and analysis of customer flow in the Center from a Quality Assurance perspective (connected to NWC's certification process/criteria)
- Collaborate across WorkSource Centers on various projects to support the mission of the Northwest Workforce Council

Community Connections

Serves as a liaison to stakeholders, representing the WorkSource Center and its services.

- Conduct outreach presentations and participate in community events as a representative
- Utilize social media to advertise and promote WorkSource programs and events
- Marketing and management of WorkSource hiring events, job fairs and information presentations (minimum of one (1) event monthly)

ESSENTIAL SKILLS AND KNOWLEDGE

Graduate of a four-year college or university with major course work in business, social sciences, or related field, or a combination of education and experience which provides:

- Ability to simultaneously develop, manage, and coordinate diverse program services with numerous stakeholders
- Proficient in computer applications and technology, specifically, knowledgeable and accurate in Microsoft Office applications (including Word, Excel, PowerPoint, and Outlook). Proficiency in Access preferred
- Recognize and adapt easily to changing business needs, processes, and work responsibilities
- Must communicate effectively with co-workers and stakeholders with a variety of methods, including excellent written and oral communication skills, and presentation skills
- High degree of professional and personal organizational skills
- Knowledge of and familiarity with community service/support agencies and the local labor market
- Able to work cooperatively and as a team member in a professional manner. Build and maintain collaborative, results-oriented, partnerships

WORKING ENVIRONMENT AND ADDITIONAL REQUIREMENTS

The WorkSource Whidbey Career Center is a multi-organization facility delivering workforce services to businesses and job placement and training activities to those seeking work. The Center is an active community hub and works closely with numerous partners to define and deliver comprehensive employment and training services. The Center hosts programs and staff focused on workforce preparation and success. It provides public access to a wide array of products and services helpful in finding and keeping a job, increasing job seeker employability and linking workers to labor market opportunities. The Center assists workers during times of unemployment or career transition and provides businesses with workforce talent, information, and services to remain productive and profitable.

To perform this job successfully, an individual must be able to perform all essential duties and responsibilities satisfactorily. The requirements listed below are in addition to the essential knowledge and required skills:

- The Center Manager / Program Services Coordinator is an exempt, professional position with the Northwest Workforce Council. **THIS IS A PART TIME POSITION.** The part-time position will generally be M/W/F following normal business hours 8:00 AM to 5:00 PM generally not to exceed twenty-four (24) hours per week. The employee is required to be present in the workplace on a regular and reliable basis. Occasionally alternate schedule/hours may be required to effectively execute duties of the position.

- Work is conducted primarily in an office setting and will involve some travel within the region; employee to provide own transportation, with travel reimbursed at fixed federal or actual rates
- Valid Washington state driver license required with properly licensed and insured automobile available during work hours
- During the six-month provisional employment period, the applicant must be able to perform the essential functions of job without any extended leave time
- The position requires a criminal background check as condition of employment

BENEFITS

This position is part-time, pro-rated based on actual hours worked. Full time Salary is \$2940 per month for a 40 hour/week. Excellent benefit package includes paid employee medical and family dental insurance coverage, employee assistance program, and long term disability insurance. Vacation, sick leave, eleven paid holidays, and employer-funded 401K retirement plan are also pro-rated. Benefit details may be found on www.nwboard.org

APPLICATION PROCEDURE

Please submit the following to HR@workforcenorthwest.org or by mail to: Human Resources, Northwest Workforce Council, P.O. Box 2009, Bellingham, WA 98227-2009:

1. Letter of interest, to include the title and location of the position you are applying for
2. Current Resume
3. Professional References w/ contact information (two minimum)
4. Detailed response to the following three questions:
 - What is your understanding of the position and all that it entails?
 - Why you are interested in the position?
 - How are you qualified for the position?

Only those applications that contain the above required items (1-4) will be considered. It is NWC policy to verify information contained in all application materials.

Candidates whose qualifications most closely match the desired attributes will be invited to interview at their own travel expense. The process may include, in addition to an oral interview, a written exercise, a presentation and/or skills testing.

NWC reserves the right to extend application deadlines and to modify the selection schedule without notice, or to form eligibility lists for, or make appointments to other NWC positions with similar employment requirements. Position is open until filled.

Northwest Workforce Council is an Equal Opportunity Employer. Auxiliary aids and services are available to persons of disability upon request; send email to HR@workforcenorthwest.org.