

Northwest Workforce Council

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- www.nwboard.org -

POSITION TITLE:	Regional Center Manager
Location:	Northwest Workforce Council administrative office, located in WorkSource Whatcom (101 Prospect St., Bellingham, WA)
Reports to:	CEO
Type of Position:	Full-Time Exempt (M-F / 40 hrs per wk)
Salary:	\$60,700 – \$85,211
Benefits:	Full Package Provided

Northwest Workforce Council (www.nwboard.org) is recruiting for a Regional Center Manager, an essential member of the agency's Executive Leadership Team. The position reports directly to the Chief Executive Officer (CEO) and holds considerable decision making and policy impact on the regional workforce system (comprised of Skagit, Whatcom, Island, and San Juan Counties). This position manages/oversees the 3 One-Stop American Job Centers (called *WorkSource* Centers in WA state) in the NW region, to ensure a positive and supportive customer experience, with a direct day-to-day on-site role in the Whatcom County Center. WorkSource Centers provide a variety of career and employment related assistance to individuals throughout their careers through the provision of integrated services and solutions utilizing community resources.

POSITION OVERVIEW: The Regional Center Manager coordinates the delivery of services and day-to-day management within the comprehensive one-stop WorkSource Centers. This requires close working relationships with all partners within the one-stop system, as well as those in the extended community, while coordinating services in compliance with the Workforce Innovation and Opportunity Act (WIOA) - the primary federal legislation which focuses on the integration and coordination of federal workforce development and related programs. The WIOA Memorandum of Understanding (MOU) defines partner roles and responsibilities and focuses on shaping the local workforce system covering Resource Rooms and WorkSource sponsored activities. In the end, the goal is to ensure efficiency and excellent customer service within the region's workforce system. This position is both the day-to-day operations manager of the Whatcom Center and is the direct supervisor of NWC Center Managers located in the two other WorkSource Centers (Island and Skagit counties). May delegate select tasks to on-site personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Oversee operational aspects of the region's Workforce Innovation and Opportunity Act (WIOA) Memorandum of Understanding (MOU). Manage the Council's (NWC) oversight responsibilities of the workforce development system in support of a comprehensive, accessible, and high-quality One-Stop System.

- Oversee quality systems within the One-Stop system, ensuring products and services are market-responsive, consistent and compliant
- Regional management of facility issues, handle customer flow issues, monitor adherence to WorkSource protocols
- Coordinate service delivery among internal and external partners of WorkSource
- Participate/facilitate, as appropriate, in regional partner meetings review general information, and provide updates including Promising or Best Practices, from all partners
- Communicate Board and Administrative policies and procedures to partners
- Oversee process improvement measures in the structure and delivery of services to better address the employment and skill needs of workers, job seekers, and employers
- Have direct and/or functional supervision of employees and partner staff, providing feedback and coaching to improve integration, quality, efficiency and effectiveness in the one-stop center environment

- Manage the board’s governance structure of MOU Partners in collaboration with the NWC One-Stop System Operator (OSSO). Coordinates communication with same
- Ensure partner organizations adhere to the MOU and the Infrastructure Funding Agreement (IFA)
- Oversee One-Stop system performance and the WorkSource Certification application process
- Recommend and/or implement Technical Assistance needs, including those named through the Board’s Certification process
- Oversee the partner intranet platform (DAWN), and ensure timeliness of information in the system
- Coordinate with any monitoring conducted on programs housed in the Centers

ESSENTIAL SKILLS: Must be independently motivated to produce consistent high-quality and timely work. This position requires the embodiment of the following characteristics:

- Demonstrated leadership skills using team and consensus concepts and appropriate skills to create an environment of empowerment that fosters partnership, productivity, teamwork and dedication to the vision, mission and quality standards of the organization. Strategic with a focus on details – ability to turn strategy into operational success
- Systems orientation: to understand and communicate the comprehensive workforce development system, its component parts, and their essential interrelationships
- Excellent interpersonal skills: ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with colleagues, partners, vendors, and suppliers
- Astute project manager with ability to structure and manage complex cross-enterprise projects and processes with multiple stakeholders and work streams
- Adaptability to an ever-changing environment; Excellent leadership and creative qualities while overseeing change processes
- Team oriented, collaborative, diplomatic, and flexible with excellent presentation skills
- Skill in applying relevant laws, policies, protocols and judgement to specific situations
- Ability to gather, organize, manipulate, and present data and analysis
- Superior analytical and problem-solving skills

MINIMUM QUALIFICATIONS:

- In addition to Essential Skills, a Bachelor’s degree is required, Graduate degree preferred, plus a minimum of five (5) years relevant work experience, related to a field which includes experience in contract management, research and data analysis, and demonstrated effective experience facilitating organizational development, OR combination education/work experience to fulfill minimum qualifications.
- Documented ability to manage complex, multi-faceted projects, including the collection and analysis of data is required. Computer application skills in word processing and Excel in a network environment are required.
- Excellent interpersonal skills and a courteous and professional attitude; present a neat appearance to the public. Demonstrable experience in coalition building or leading collaborative group enterprises is desirable.

WORKING ENVIRONMENT AND ADDITIONAL REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. Other work requirements include:

- The Regional Center Manager is an exempt, professional position with the Northwest Workforce Council which requires a full-time schedule. The employee is required to be present in the workplace on a regular and reliable basis. Normal business hours are Monday through Friday, 8:00 AM to 5:00 PM. 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 limited travel within the region; employee to provide own transportation, with travel reimbursed at fixed federal or actual rates
- Valid Washington state driver license, and properly licensed and insured vehicle available during work hours

- During the six-month provisional employment period, the applicant must be able to perform the essential functions of job and without any extended leave time
- Consistent with public health agency recommendations, being fully COVID-19 vaccinated is a condition of employment. Demonstration of vaccination status is required before employment commences.
- The position requires passing a criminal background check as condition of employment

BENEFITS:

For a more detailed look at NWC’s Benefit Package, please visit www.nwboard.org. Beginning salary is \$60,700 per year, PLUS each employee receives an excellent benefit package which includes:

- Employer paid employee medical and vision
- Employer paid family dental insurance coverage
- Employee Assistance Program
- Long term disability insurance
- Paid vacation and sick leave
- Eleven paid holidays including floating holiday
- Employer fully funded (@ 7%) retirement plan; AND employee 401K option.

APPLICATION PROCEDURE: Only those applications that contain the following required items (1-4) will be considered. It is NWC policy to verify information contained in all application materials. To apply, please submit the following to HR@workforcenorthwest.org:

1. **Letter of Interest**, to include the title and location of the position you are applying for
2. **Current Resume**
3. **Supervisory (or other Professional) References w/ current contact information** (minimum three)
4. **Detailed Response** to the following two questions:
 - *What is your understanding of the position?*
 - *How are you uniquely qualified for the position?*

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 upon request to individuals with disabilities. Contact NWC HR@workforcenorthwest.org.

Regional Center Manager

Workforce Development Strategy: Provide leadership to achieve the organization's strategic mission for all aspects of the operations including quality systems, partner collaborations and business and community connections to continuously increase impact and outcomes. Ability to attend to detail, large and small, while maintaining quality standards.

Team Leadership: Develop and mentor workforce development teams, continuously striving to develop collaborative top-quality work. Lead and guide internal and external teams in designing and delivering integrated workforce development services that are topical, market responsive and of consistent quality.

Fund Development & Management: Develop and implement new programs or services with partners and stakeholders that meet community needs. Master data and analytics to inform strategies and optimize return on investment. Supports efforts to obtain internal and external funding opportunities.

Community Engagement & Representation: Identify and build community partnerships to maximize NWC's impact.

- Provides proactive leadership in community partnerships and services design work, ensuring contributions to the achievement of the board's strategic goals and operational objectives

Board of Directors: Serves as a staff liaison to the Board of Directors; staff support to the board's Quality Assurance Committee.

- Manages the operational implementation and maintenance of system's policies and procedures
- Negotiates with OSSO and manages the regional workforce system's Memorandum of Understanding with WIOA required and voluntary agency partners
- Performance outcomes reporting
- Oversees the board's Certification process. The Certification process is activated every three (3) years. In collaboration, ensures at least minimum quality standards set by the LWDB (the Council) are being achieved in a consistent and reliable manner.