

# 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](http://www.nwboard.org) -

<b>POSITION TITLE:</b>	<b>Center Manager / Support Specialist</b>
<b>Location:</b>	<b>WorkSource Skagit (2005 E. College Way, Mount Vernon, WA)</b>
<b>Reports to:</b>	<b>Programs Manager</b>
<b>Type of Position:</b>	<b>Full-Time Exempt</b>
<b>Salary:</b>	<b>\$48,358 – \$64,477</b>
<b>Benefits:</b>	<b>Full Package Provided</b>

Is it important for you to know that the work you do makes a difference in your community?  
If **YES**, check out this opportunity for **YOU!**

The Skagit WorkSource Career Center located in Mount Vernon, is a multi-organization facility delivering employment and workforce development services to local job seekers and businesses. The Center partnership of local government agencies, colleges, and non-profits is an active community hub and works closely with partners to define and deliver comprehensive employment and training services. WorkSource Centers provide 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 assists businesses with their workforce talent needs, information, and services to remain productive and profitable.

## POSITION OVERVIEW:

**WorkSource Center Management:** The *Center Manager* is the principal day-to-day on-site operations manager of the Skagit WorkSource Center. Under supervision of Northwest Workforce Council's (NWC) off-site Manager, the position plans and manages the daily operations of the Center, ensuring partners remain in compliance with the Memorandum of Understanding (MOU) and corresponding One-Stop Center protocols/practices. 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. Serves as a liaison to stakeholders, representing the WorkSource Center and its services. The Skagit Center Manager serves as a member of NWC's Leadership Team.

**Program Services Support:** In the capacity of program services *Support Specialist*, this position provides operational support to aid the Council's business operations, including those associated with its program services. Provides 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. Works with a team of staff in providing WIOA IB services to customers, focusing on exceeding performance outcomes.

**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 work cooperatively and as a team member in a professional manner. Build and maintain collaborative, results-oriented, partnerships
- High degree of professional and personal organizational skills
- Ability to simultaneously coordinate diverse program services with numerous stakeholders
- Embrace technology, with proficiency in computer applications and technology, specifically knowledgeable and accurate in Microsoft Office applications (including Word, Excel, PowerPoint, and Outlook)
- Ability to recognize and adapt easily to changing business needs, processes, and work responsibilities
- Effectively communicates with co-workers and stakeholders with a variety of methods, including excellent written,

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oral communication skills, and presentation skills that ensures full comprehension by all parties

**WORKING ENVIRONMENT AND ADDITIONAL REQUIREMENTS:** 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 a non-exempt, professional position 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 to 5:00 PM. Occasionally alternate schedule/hours as 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
- 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
- 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 a criminal background check as condition of employment

## **BENEFITS:**

For a more detailed look at NWC's Benefit Package, please visit [www.nwboard.org](http://www.nwboard.org). Beginning salary is \$48,358 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](mailto: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](mailto:HR@workforcenorthwest.org).*

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## Addendum to Skagit WorkSource Center Manager / Support Specialist Job Description

### Center Management:

- Monitor staff schedules and scheduling of group activities
- Coordinate Center calendar of events
- Ensure Equal Opportunity (EO) compliance and uninhibited access to facility and multiple programs services
- Monitor safety and security
- Work with NWC leadership team in coordinating facility issues / vendors (NWC is leaseholder)
- Cultivate and strengthen a strong local team of committed partners that will maintain quality standards.
- Ensure all projects are executed with value-add to customers and in compliance with NWC business practices.
- Maintain WorkSource Brand Standards and liaison with the region's Marketing and Media Designee
- Ensure professional appearance of Center is maintained at all times

### Program Services Support:

- 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
- May maintain a part-time case load and/or select functions of participants whose primary activity is job search.

### Team Collaboration:

- 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 in the region on various projects to support the mission of the Northwest Workforce Council

### Community Connections

- Conduct outreach presentations and participate in community events as a representative
- Promotes WorkSource programs and events, as directed by NWC
- Marketing and management of WorkSource hiring events, job fairs and information presentations