

MANAGER, WORKFORCE DEVELOPMENT

SUMMARY/PURPOSE

The Manager, Workforce Development is responsible for the day-to-day management of all City of Duluth workforce programs and talent recruitment and services, including personnel management, program administration and budget. Duties involve planning, developing and implementing the policies and programs of the Workforce Development Division of the Business and Economic Development Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Provide strategic direction with the development and implementation of workforce and talent recruitment programs for the City of Duluth.
2. Serve as the City's official representative on local, regional and national committees and boards with regards to the analysis of workforce trends, talent recruitment initiatives and program impact.
3. Provide oversight of workforce programming ensuring that policies, procedures, and guidelines are set forth in a consistent and collaborative manner.
4. Develop operational guidelines and policies in support of City Ordinance, state and federal laws and program guidelines.
5. Develop long-term strategies to foster and maintain partnerships with business and community organizations and the Business and Economic Development Department.
6. Lead the talent recruitment efforts for overall workforce development on behalf of the Workforce Development Division.
7. Prepare written project plans and/or applications to secure funding, and ensure that performance outcomes required by external funding sources are achieved.
8. Ensure program compliance with grant regulations and guidelines with regard to expenditures.
9. Responsible for the development and monitoring of workforce development budget.
10. Provide comprehensive data analysis and standardized impact reporting that will be useful to potential businesses.
11. Provide regular reports to City leadership and appropriate stakeholders with regard to the fiscal impact of workforce programs year over year, or in any interval as so determined appropriate.
12. Serve as decision making authority for all workforce development staff concerns and needs, including application of appropriate rules, internal processes, and compliance related matters.
13. Work in collaboration with the Director of Business and Economic Development and other City leadership in developing and sustaining the culture of the division and overall workforce program.
14. Function as active member of Workforce Center partnership team and coordinate building activities and responsibilities as leaseholder of physical space.
15. Receive, investigate and respond to public inquiries, concerns, and complaints, and requests for service.
16. Prioritize, assign, and direct the work of assigned staff, including establishing work standards, effectively recommend employment action, hire, discharge, etc., provide performance evaluations, delegate authority and responsibility, train and communicate instructions and information.
17. Serve as Executive Director of the Duluth Workforce Council; coordinate recruitment of members; and staff council and committee meetings to ensure statutory and strategic functions are performed.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Graduation from an accredited college or university with a Bachelor's Degree in Vocational Training or Counseling, Human Resources, Public or Business Administration, or a related

field and four(4) year's full time equivalent experience working in employment or vocational counseling, employee assistance counseling, skill assessment and training, or a related field; at least one year of this experience must include experience directing and leading others; or

- B. A combination of education and experience which is accepted as equivalent.
- C. Grant or contract administration experience preferred.

2. Knowledge Requirements

- A. Thorough knowledge of employment conditions throughout the region, including social, economic, and community issues impacting area businesses and employment opportunities.
- B. Extensive knowledge of effective recruiting methods, practices, and metrics; knowledge of Human Resources principles, functions, and concepts.
- C. Knowledge of project and program planning, implementation, analysis, and evaluation principles and practices.
- D. Knowledge of grant funded programs and processes.
- E. Knowledge of accepted public administration, personnel, supervisory, and fiscal principles and practices.
- F. Knowledge of laws, regulations, and program policies and procedures which affect division operations.
- G. Knowledge of workforce development methodology, programs, resources, and providers.
- H. Knowledge of business and economic development principles, practices, and techniques.

3. Skill Requirements

- A. Skill in managing, evaluating and analyzing operations and procedures related to divisional activities, including prioritizing, scheduling and coordinating work projects.
- B. Skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving conflicts.
- C. Skill in preparing and presenting accurate and concise written and oral reports to individuals and groups.
- D. Skill in supervising others in an open and participative work environment.
- E. Skill in resolving customer complaints and concerns, and applying accepted principles of customer service.
- F. Skill in personal computer operation and in application of associated software.
- G. Skill at operating in political environments.
- H. Skill in communicating effectively using various means, including written and oral methods, including public speaking.

4. Ability Requirements

- A. Ability to administer and monitor the effectiveness of the City of Duluth Workforce Development Division programs.
- B. Ability to supervise professional and support staff in the delivery of services.
- C. Ability to lead in the marketing and interpreting of the Workforce Center services to the public.
- D. Ability to set performance standards and goals.
- E. Ability to secure grants, proposals, contracts, reports, and correspondence, and to maintain written records.
- F. Ability to act as a liaison and expeditor between various federal, state and local government departments and/or agencies and private business, industry, and development representatives.
- G. Ability to effectively communicate both orally and in writing.
- H. Ability to exercise initiative and independent judgment.

- I. Ability to establish and maintain effective working relationships with business executives, site selectors, regional and state economic development agencies, developers, and City officials, management, departments, and advisory boards.
5. Physical Ability Requirements
- A. Ability to hear and speak sufficiently to exchange information in person and by telephone.
 - B. Visual acuity to prepare and analyze data and figures.
 - C. Manual dexterity to use keyboard.
 - D. Ability to transport materials and equipment used in presentations to various groups. Materials and equipment to be transported usually weigh less than 40 pounds per load.
 - E. Ability to transport oneself to, from, and around various locations within and outside the City of Duluth.

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