

## HAMPTON ROADS WORKFORCE COUNCIL – JOB DESCRIPTION

<b>Job Title:</b>	Manager, Workforce Training System
<b>Reports to:</b>	Senior Director, Hampton Roads Workforce Training System
<b>General Classification:</b>	Operations <b>Pay Band:</b> Manager
<b>Employment Status:</b>	Full-time, Exempt
<b>Last Review:</b>	

### **GENERAL STATEMENT OF RESPONSIBILITIES**

This position serves as the Hampton Roads Workforce Council's (Council) Regional Workforce Training System manager and will facilitate an employer-led, industry-sector-focused workforce development system that attracts and develops workers in sufficient number to meet the needs of current and prospective employers. This will be accomplished by working with community partners to raise awareness of career opportunities in critical occupations, improving the basic skills and employability of workers, providing skills/career training in targeted fields, increasing collaboration and coordination of workforce development efforts. Reports to the Senior Director of the Hampton Roads Workforce Training System.

### **ESSENTIAL JOB FUNCTIONS**

- Ensure assigned program activities and grant requirements are implemented successfully;
- Participate in project design meetings and propose improvements as necessary;
- Evaluate potential problems and technical hitches and develop solutions;
- Supervise current projects and coordinate all team members to keep workflow on track;
- Adhere to budget by monitoring expenses and recommending cost-saving measures;
- Identify, develop and maintain workforce development partnerships and network with other internal/ external program managers/directors;
- Schedule and attend team and stakeholders meetings, document meeting minutes and generate reports as requested;
- Prepare materials for and support completion of monthly reports and budgets as requested;
- Develop, review and maintain comprehensive documentation and presentation materials;
- Utilize an authorized client relations management system to document and manage all project and client related interactions;
- Liaise with system partners to organize, plan, and execute workforce development events as necessary;
- Collaborate with internal marketing department to develop outreach/promotional materials;
- Assist with staffing process, to include recruiting, interviewing, hiring, onboarding, and supervising staff decided to employment outreach and training enrollment support;
- Foster cross-team collaboration;
- Implement and track team goals and objectives, monitor, and report progress;
- Monitor the quality of services and facilitate the development of strategies to address any area requiring improvement;
- Oversee and track program enrollment and issuance of funding in adherence with HRWC, federal and state policies;
- Perform other related duties as assigned.

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## **SUPERVISORY REQUIREMENTS**

- Supervise all personnel as may be assigned;
- Develop training materials and performance management processes to help ensure personnel assigned understand their job responsibilities;
- Coordinate activities, resources, equipment and information;
- Oversee all administrative activities;
- Plan and manage performance goals;
- Monitor schedules and timesheets.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the Board of Directors' Vision, Mission and Values.

## **REQUIRED KNOWLEDGE**

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, skill, and/or ability required. Occasional travel may be required for business related activities.

## **LANGUAGE SKILLS**

- Superior analytical, interpersonal, and both written and verbal communication skills
- Ability to build and sustain relationships, both internally and externally

## **TECHNICAL COMPETENCIES**

- Proficiency in Microsoft Office programs
- Ability to utilize client relations management (CRM) technology
- Familiar with data analytics tools & software

## **REASONING ABILITY**

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to deal with a few abstract and concrete variables, exercising judgment, resourcefulness, ingenuity, and initiative.
- Ability to exercise discretion while managing confidential information.

## **OTHER SKILLS AND ABILITIES**

- A high level of self-motivation and energy
- Excellent time management and organizational skills
- Ability to prioritize and multi-task under minimal supervision and exhibit "follow-through" on tasks and goals
- Ability to work independently and as part of a team
- Ability to adapt to changing environments and timelines
- Excellent attention to detail
- Ability to organize priorities based on deadlines
- Ability to develop budgets, read and interpret financials, etc.

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## **EDUCATION AND EXPERIENCE**

Requires any combination of education and experience equivalent to a bachelor's degree in business administration, public administration, project management, or a related field; minimum three (3) years of relevant professional experience.

- Demonstrated program coordination experience required.
- Must have prior supervisory / staff oversight experience.
- Comprehensive knowledge of workforce development desired.
- Familiarity with local maritime industry preferred.

## **WORK ENVIRONMENT**

Work will predominately be performed in an office environment to also include local travel. Because this position will support regional infrastructure, remote work will be included and so travel using dependable personal transportation and current auto insurance coverage will be expected. Mileage reimbursement will be provided per agency policy.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and a valid driver's license.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time standing or at a keyboard or workstation..

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_