

JOB DESCRIPTION

Skills Team Leader/Product Box Coordinator

Skills Team Leader/Product Box Coordinator Position Summary:

Provide direct supervision of the Skills Team work activities, sharing the workload of the team, as well as assisting in the day-to-day operations of integrated service delivery within the Workforce Office. Serve on the local Leadership Team communicating issues related to procedures that affect daily operation of the team and providing recommendations on processes that best facilitate delivery of services to all customers with a focus on skill development. Responsible for on-site and online workshops, classes and training for Center job seeker customers, as well as continuous Product Box development and distribution of a list of Product Box offerings to staff and job seekers.

Primary Position Responsibilities:

- Provide oversight of all Workforce Office Skills Development activities.
- Responsible for day-to-day operation of the Skills Development function.
- Conduct Skills Team meetings.
- Handle fiscal matters including ordering supplies and training materials, contracting with program vendors, following employer of record policies in gaining approval for expenditures and assuring bills are paid, and stay within allotted budget.
- Work closely with WIA Case Managers in marketing WIA training programs, as well as reaching enrollment and performance measure goals.
- Assist WIA Case Managers in receiving support and training needed to most effectively operate the WIA program.
- With Skills Team members, develop plan for helping job seekers determine their current skills, identify skills that need to be strengthened or developed to meet their career goals and access the appropriate skill building training.
- Assure that reliable career assessment tools are available for identifying career interests, work preferences, work values, skills and abilities. In addition, make certain that Skills Team members can accurately and effectively interpret and discuss the results of these assessments with job seeker customers and assist them in using this information to write a career development plan.
- Coordinate with the Welcome, Employment & Business Services teams in staying up-to-date with workforce trends.
- Solicit feedback from the Welcome, Employment & Business Services teams on suggestions made by job seekers and employers in order to develop new training programs or modify and improve existing programs.
- Plan, develop, market and implement all on-site and online workshops, classes and training for job seeker customers to build and strengthen job search as well as occupational skills.
- Assure that all Workforce Office Team members are familiar with and understand the offerings included in the Product Box.
- Develop and implement methods for receiving feedback on and evaluating training programs.

Primary Functional Tasks:

- Follows and implements all directives, policies and procedures of the Integrated One Stop system as communicated through the Workforce Office Manager and Regional Workforce Office Manager.
- Follows Workforce Office communications protocol in relating all new or changed policies, procedures and/or processes to team members to ensure that they have the most up-to-date information.
- Submits data to the Workforce Office Manager and Regional Manager (routinely and upon specific request) to provide information that will assist them in compiling reports. Collects qualitative and quantitative data that accurately depicts current work activities and outcomes of the team.
- Serves as a resource and content expert on participant tracking and reporting system data entry, data management and data processing.
- Collects staff and customer feedback on improvements that will benefit customers, and reports collected feedback to the Workforce Office Manager.
- Participates as a team member by actively assisting with the ongoing workload of the team, and takes on additional team activities, as needed, when the team's workload is at capacity or special circumstances arise.
- Identifies assigns and follows-up on work activities of team members that are under functional supervision and in accordance with the Workforce Office's integrated staffing structure.
- Creates and coordinates individual team members' weekly work schedules to ensure that all team members have time for scheduled breaks, lunches, etc., and coordinates leave requests to ensure proper coverage of work activities within the team in accordance with Workforce Office's operational procedures. Work schedules and leave requests must be processed according to the human resource policy and procedures relevant to each team member's employer-of-record.
- Ensures that all team members understand what is expected of them – their roles on the team and their team's work in relation to other Functional teams in the Workforce Office.
- Oversees daily work activities of team members under functional supervision, and ensure that team members are performing all required work activities.
- Ensures team members are knowledgeable about all Workforce Office products and services, and that they understand the roles the various teams play in delivery of those products and services. Also serve as a resource and content expert to team members, providing them with guidance and answers to questions concerning work activities.
- Creates opportunities for team members to provide input on procedures and processes and share their expertise with other team members.
- Documents individual team member's job performance, including individual successes, positive and negative behavioral issues and contributions to the overall Workforce Office's operational success, in order to provide input to the team member's performance evaluation. (Performance evaluations must be processed according to and adhere to the human resource policy of the team member's employer-of-record).
- Participates in the performance evaluation process of team members in conjunction with the Workforce Office Manager.

Secondary Functional Tasks:

- Maintains required data entry of service delivery and customer information, service notes and other required tracking and reporting system transactions.
- Maintains regular and frequent contact with customers (via phone, face-to-face, email, text, etc.) to assess service needs, recommend additional services in order to assist customers in building needed skills, and/or to keep customers attached to services until employed.

- Monitors ongoing customer services throughout participation with the Workforce Office to ensure customers stay active with product box services until employed.
- Assists customers in the Resource Center with employment related functions such as online applications, resume preparation, VOS (Virtual One Stop) website questions and other questions related to employment or training.
- Supports all policies and goals as they pertain to the Integrated One Stop system.
- Performs other duties as assigned.

JOB QUALIFICATIONS/REQUIREMENTS FOR SKILLS TEAM LEADER/PRODUCT BOX COORDINATOR

- Must hold a Bachelor's Degree and current Global Career Development Facilitator certification. A Master's degree in education, counseling, human services or a related field, as well as MBTI certification is preferred.
- Must have a minimum of two years of experience with Workforce Investment Act, Wagner-Peyser, Unemployment Insurance, REA, Veterans, Employer Services, Trade Act services and/or other related employment and training programs.
- Must have at least two years supervisory experience.
- Must have knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups and the measurement of training effects.
- Must have experience in developing and presenting employment and training workshops as well as planning, marketing and implementing employment and training programs.
- Must be familiar with and able to administer, as well as accurately interpret the results of the most commonly used assessment instruments including The SDS (Self Directed Search), the Myers-Briggs Personality Inventory (MBTI), the NC CRC WorkKeys test and the COPS, COPEs and CAPS.
- Must have completed a minimum of 60 hours of training on career development topics within the last 24 months and demonstrate a strong commitment to professional development.
- Must be proficient with ncworks.gov .
- Must possess good written and oral communication skills, good interpersonal skills, the ability to lead group meetings, and good analytical skills.
- Must possess excellent computer skills and a familiarity with Social Media.
- Must demonstrate an awareness of and sensitivity to the various cultural and socioeconomic characteristics of the clients and staff members.

Knowledge, Skills, and Abilities/Competencies

- Communication skills needed to answer inquiries about processes, services, operations over telephone and to prepare concise and factual written reports.
- Analytical skills to recognize, define, and resolve non-standard problems using operating procedures, practices, and established precedents.
- Interviewing skills needed to analyze, interpret, and evaluate information and conflicting opinions.
- Reasoning skills to apply the provisions of the applicable laws, rules, regulations, and procedures to specific areas.