

CareerLink Administrator

Job Summary:

The CareerLink Administrator is responsible for directing and coordinating all functions and operations of a CareerLink site in alignment with the state Workforce Investment Board's strategic plan, the local Workforce Investment Board plan, and the CareerLink Site Plan. The CareerLink Administrator demonstrates superior skills in seven key areas: leadership, local planning, workforce connections, job seeker service delivery, business services, resource management, and facility maintenance. The CareerLink administrator is functionally supervised by and organizationally responsible to the Operator.

Essential Functions

1. Provides day-to-day functional supervision over all CareerLink staff.
2. Organizes and directs CareerLink operations and activities such as job seeker and business services.
3. Establishes and communicates CareerLink performance standards.
4. Establishes and enforces CareerLink policies and procedures.
5. Responds to requests for information from external and internal customers, the media and the general public.
6. Implements a service delivery system for job seeker and business customers.
7. Implements a staff development process.
8. Implements a process to operate a CareerLink in an effective and efficient manner.
9. Coordinates agency participation in CareerLink service delivery.

Areas of Responsibility:

Leadership:

- Directs and coordinates CareerLink staff to fulfill operational functions/service delivery within funding streams, collective bargaining agreements, and governmental regulations.
- Creates a high performance work environment through the development and promotion of functional and cross-functional teams.
- Organizes and directs activities of all Job Seeker and Business Services.
- Organizes the CareerLink site by function so that staff is assigned to and identify themselves with services (such as outreach, assessment, training, etc) as opposed to agencies or programs.
- May oversee the fiscal management of the CareerLink in conjunction with the Operator and local fiscal agent.
- Establishes and communicates specific and measurable CareerLink performance standards in conjunction with the WIB, Operator and input from site staff.

Local Planning:

- Implements an action plan that is developed in conjunction with the Operator that supports the WIB's strategic plan to meet the needs and expectations of all key stakeholders.
- Develops continuous improvement processes to respond to immediate operational needs while ensuring that short-term actions support long-term objectives.
- Ensures quality service delivery to customers with special needs and maintains a current enhancement plan.

Workforce Connections:

- Establishes and/or enforces CareerLink policies and procedures that define operations such as hours of operation, data confidentiality, service delivery, proper equipment use, health and safety, office closings, and emergencies.

- Maintains knowledge of partner program policies and procedures that affect service delivery in order to ensure programmatic and statutory compliance.
- Develops a systematic and sustained process to assess and respond to the workforce and economic development needs and expectations of local businesses and the community.
- Analyzes , in conjunction with stakeholders, the needs of the community to improve and expand CareerLink services.
- Recruits and retains community partners that enhance CareerLink services.
- Develops and maintains effective relationships with local entities such as elected officials, business partners, economic developers, educators and other community leaders.
- Addresses media or public requests for labor market or workforce related information in cooperation with the local Workforce Investment Board, the Labor and Industry Press Office and the Center for Workforce Information and Analysis.
- Establishes and maintains an environment that encourages innovative approaches and incorporates new technologies to meet customers' needs.
- Arranges and/or participates in presentations on the CareerLink system and services for civic and community organizations.
- Establishes appropriate community outreach and marketing efforts to attract new customers.

Job Seeker Service Delivery:

- Implements and maintains a service delivery system that meets the needs of customers.
- Develops and implements procedures that facilitate efficient customer flow through core, intensive, and training services
- Uses performance information to measure the effectiveness of the CareerLink service delivery system and that results in continuous improvement.
- Implements and monitors a system to address customer feedback regarding service delivery and make improvements as needed.
- Establishes and maintains an effective service recovery procedure that addresses customer complaints in a timely and efficient manner.

Business Services:

- Collaborates with the business community to ensure that CareerLink services are meeting the needs of business customers.
- Develops and oversees a cross-partner business services team comprised of staff from partner organizations to conduct employer outreach to reduce and eliminate duplication of services.
- Implements the LWIBs' high-growth, high-demand industry sectors and occupations strategy in the local labor market area.
- Achieve CareerLink goals through active cooperation and participation of partners in cross-functional activities.

Resource Management:

- Assesses, provides and tracks CareerLink Staff development to ensure staff have skills and knowledge to effectively deliver quality services.
- Engages CareerLink employees to develop and utilize their full potential through their involvement in project management, team leadership, presentations, career development training, etc.
- Establishes a system to gather and assess internal customer satisfaction data and addresses the results.
- Develops and implements a CareerLink new employee orientation procedure to acclimate new employees to site procedures and policies.
- Analyzes the CareerLink fiscal needs and collaborates with the Operator, partners, and fiscal agent to develop and monitor the Resource Sharing Agreement.
- Recommends budget changes based on analysis of expenditures, data trends, and service projections.

- Explores other sources of funding for additional revenue to reduce partner costs and/or expand CareerLink services.
- Assesses the service delivery needs of the CareerLink to determine the number and type of staff required to accomplish those needs and coordinates with the Operator to address the identified staffing needs.

Facility Maintenance:

- Assesses and ensures the adequate supply of equipment, tools, materials, supplies, and assistive technologies.
- Maintains inventory of equipment, tools, materials, and supplies to ensure accountability for expenditures made with federal, state and local funds.
- Ensures that equipment, assistive technologies, tools and materials are installed properly, are operational, and are maintained in a manner that meets appropriate safety and regulatory standards (EEO, ADA, OSHA, etc).
- Develops and maintains a floor plan that supports efficient and effective customer flow through service delivery.
- Maintains a thorough knowledge of the terms of the building lease in order to ensure compliance and acts as liaison to the landlord.

Education/Experience Requirement:

Demonstrated experience in program, fiscal, and personnel management. Bachelor's degree in Business or Public Administration, Communications or related field and an understanding of web-based information technology are desirable.