

EMPLOYMENT AND ECONOMIC DEVELOPMENT FIELD OPERATIONS
REGIONAL MANAGER

KIND OF WORK

Advanced professional and supervisory work in the development and delivery of employment and training programs.

NATURE AND PURPOSE

Under administrative direction from the branch Assistant Commissioner, an employee in this class is responsible for planning, organizing and supervising the service delivery systems and staff of a region of the state. The duties include: development of regional employment and training service delivery plans in collaboration with partners; development, administration, and monitoring of budgets; participation in creation of Departmental policies and legislative initiatives; public relations programs in region; and the management of region human resources. The employee is allowed considerable independence in the execution of the position requirements. Work is reviewed in the context of periodic reports and conferences.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Provides leadership, supervision, and professional development to regional staff so that they have the knowledge, skills and direction to implement Branch goals and objectives.

Directs the overall work activities of subordinate office staff to attain program standards and to ensure consistent application of divisional policies and procedures by determining appropriate staff size, interviewing and selecting employees, scheduling hours of work, transferring employees and approving staff assignments.

Represents the agency to partners in the establishment of regional employment and training service delivery plans such as, Local Integration plans, Wagner Peyser, Dislocated Worker, Employer Service plan, and marketing plans.

Develops, maintains, and improves employer services and job seeker services through the development of policies and processes in region Workforce Centers.

Develops and maintains public relations program for employer community, labor groups, elected officials, partner agencies and job seeking customers in the region.

Develops, administer and monitor budgets for region with customer surveys, reallocation of funds, and corrective action plans.

Participates in the creation of policies and legislative initiatives to better meet the needs of the customers.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Technical Competencies:

Knowledge of:

Department programs, employment and training laws, rules, policies, and procedures.

Federal laws, policies, rules and procedures concerning EDWAA, Job Service, and Reemployment insurance programs.

Total Quality Management and budgetary management.

Regional economic and labor markets issues.

Work Management Competencies:

Ability to:

Organize and direct the work of subordinate personnel engaged in a variety of Workforce Center functions.

Successfully meet and establish effective working relationships with department officials, as well as, representatives of other local, state and federal agencies.

Plan and analyze complex, long term far reaching issues to equip staff and organization to meet future needs.

Create new and innovative solutions to new opportunities in the department, community, or region.

Motivate, direct and or coach staff “in change”.

Speak and write effectively.

Interpersonal Competencies:

Skills in:

Communication, both orally and in writing, to a diverse audience sufficient to ensure interested parties the opportunity to understand and participate in regional employment and training service delivery plans.

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Class Specification

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Building and maintaining effective working relationships with managers, the public and other employees.

Strong human relations and negotiation skills.

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T.C.: 07/03

Former Title(s): Economic Security Field

Operations Regional Manager