

Functional Leader Job Description

Accountable to:

Northeast Missouri Workforce Investment Board (NEMO WIB) Executive Director and Staff

Job summary:

Under the direction of the NEMO WIB, the Functional Leader will ensure the overall success of one or more Northeast Region Missouri Career Center. The Functional Leader is responsible for overseeing the day-to-day operations, implementing all state and local policies, creating and improving customer flow processes and service delivery, and ensuring all outcomes are achieved.

The Functional Leader will be housed in a Missouri Career Center. If associated with more than one Missouri Career Center, the Functional Leader will be required to be at each non-comprehensive Missouri Career Center at least one day a week. The position of the Functional Leader is full time (5 days 40 hours per week). Routine travel from home to the Missouri Career Center is not considered a part of the workday.

Responsibilities:

1. The Functional Leader's primary responsibility is to ensure that all integrated operations at their designated center(s) are meeting all center and program goals.
2. Communicate all new (or changed) policies, procedures and/or processes with relevant staff to ensure they have the most up-to-date and current information.
3. Guide staff to understand their roles and responsibilities within a function and in relationship to other functions to achieve the center's goals.
4. Ensure staffing needs are met to fulfill the vision of a fully integrated One Stop System by providing orientation of new employees of the Next Generation Career Center Workforce Development System and administering other personnel procedures specific to system procedures, integration, service delivery, etc.
5. Coordinate work processes across functions ensuring that staff is accurately and appropriately documenting work activities in Toolbox and that the information is being shared across functions to provide seamless service delivery and that duplicate work activities are eliminated.
6. Facilitate regularly scheduled Career Center staff meetings and call special meetings when necessary to foster teamwork, discuss Center operations, budgetary issues, technical problems and the status of projects, etc.

7. Regularly evaluate and monitor the products and services that are being delivered in the center to ensure that all products and services are being designed and delivered to the highest quality standards.
8. Continually explore possibilities for new and innovative products and adjust as necessary in response to customer feedback.
9. Participate in any grant writing for additional funds or other means for enhancing resources.
10. Coordinate Center master calendar of work schedules to ensure that all functions are appropriately staffed at all times, that all work activities are being completed by the appropriate staff, and that workloads are appropriately distributed among staff. Staffing schedules will be maintained in the Toolbox scheduler.
11. Coordinate delivery and sequencing of all services within the center including job seeker activity, training services, employer services, etc., ensuring that customers stay attached to the Center services and the services are delivered within State, Local and budgetary requirements.
12. Supervise and evaluate all Career Center staff engaged in all phases of workforce development activities. Career Center Functional Leader will have input on all issues related to staff; however, they will not make final decisions on hiring, termination, discipline, leave requests, performance evaluations, salary adjustment, or other human resources types of functions unless they are employed by the same entity.
13. Conduct community outreach for the Center that promotes the workforce system while adhering to the mission and vision of the NEMO WIB; addresses community organizations and civic clubs to inform them of workforce development programs and services.
14. Oversees and evaluates staff training related to interviewing techniques, responding to customer and employer needs, and job development and placement procedures.
15. Consults with NEMO WIB on matters involving operation policy and procedures; adjusts operations to accommodate policy or procedural changes.
16. Analyze and evaluate program operations and ensure all performance objectives are met including the performance measures and outcomes for Workforce Investment Act (WIA) services negotiated by the WIB.
17. Responsible for all management reports. Assist in preparation of programmatic reports to the NEMO WIB.
18. Provides outreach to businesses and coordinates business services functions between Employment Team and Division of Workforce Development (DWD).
19. Ensure that all staff understands what is expected of them, their roles, and their work's relationship to their functions.

20. Serve as a resource and content expert, providing staff with guidance and being available to answer questions to clarify the work activities.
21. Create opportunities for staff to provide input on procedures/processes and share their expertise with others.
22. Participate and provide input in the performance evaluation processes of staff. Document individual team member's on-going performance including individual successes, positive and negative behavior issues, and contributions to the overall Center's operational success as a means to provide input to the staff member's performance evaluation.
23. Direct work of and functionally supervise Team Leads.
24. Maintain regular and frequent contact with NEMO WIB to provide updates and data on the progress of implementation of the integrated system and get necessary feedback for system and service development.
25. Approve and sign fiscal, contractual, and reporting documents and monitor all center contracts (i.e., OJT).
26. The Functional Leader will be responsible for any disallowed costs associated with the WIA program; the Functional Leader's agency of record will be responsible for disallowed costs. The Contracting Agency agrees to repay from non-WIA sources all expenditures determined by the Contractor to be unallowable.
27. The Functional Leader will notify the NEMO Workforce Investment Board in writing of any staff changes such as new, terminated or when they are no longer working at the center. Qualifications of non DWD new personnel (submit copy of resume) will also be submitted, including volunteers such as Experienced Works, Work Experience, etc.
28. The Functional Leader will ensure that training and an orientation is provided on any contract "Scope of Work" to all applicable Career Center staff.
29. The Functional Leader agrees to attend all Sub-Contractor and full Workforce Investment Board meetings called by the NEMO Workforce Investment Board.
30. Functional Leaders will evaluate the need for staff training and agree to notify the NEMO Workforce Investment Board of the need for additional technical assistance in order to effectively deliver services that are applicable to the programs/activities offered in the Centers.
31. The Functional Leader will be responsible to implement any corrective action in accordance with procedures established by the NEMO Workforce Investment Board.
32. The Functional Leader will approve all leave requests taking into consideration the staffing needs of the center. Approved leave request will then be forwarded to the employer of record for final approval basing the decision on the staff's availability of day for leave.

33. All staff in the MOCC will adhere to the provision of all DWD and NEMO WIB Issuances.
34. The Functional Leader is responsible for establishing and maintaining an internal management information system, which will provide tracking of participants fiscal expenditures and obligations as applicable to the programs/activities funded under this contract.
35. Verify and substantiate eligibility for programs and maintain documentation on site.
36. The Functional Leader will prepare payment vouchers for customer services to validate for accuracy, ensure appropriate support documentation is on file, and authorize and submit to appropriate vendor for accounts payable. Payments will consist of, but not be limited to; support services, tuition assistance, On-the-Job Training, work related expenses, Work Experience, and training related expenses such as books, supplies, fees.
37. Prepare payment vouchers for Career Center System costs to include but not limited to facilitating requests for office supplies and/or equipment, rent/utilities/maintenance, phone/fax/internet, and Career Center memberships.
38. Maintain participant tracking data to ensure obligations and expenditure rates are met for the region and reported to the WIB.
39. Provide program financial oversight.

Knowledge, Skills and Abilities:

1. Develop a working knowledge of all Missouri Workforce Development programs laws, regulations and policies to ensure proper implementation including but not limited to : Workforce Investment Act, Wagner-Peyser, Unemployment Insurance, Veterans, Business Services, Trade Act, as well as the multiple other programs provided under these umbrellas or those assigned to the center.
2. Thorough knowledge of social, economic and community issues impacting area businesses and employment opportunities.
3. Thorough knowledge of current local employment conditions and business practices in the public and private sectors.
4. Thorough knowledge of potential partner services available in the region.
5. Thorough knowledge of state and federal laws and regulations governing workforce development programs and activities.
6. Thorough knowledge of the skills, techniques and procedures involved in the operation of a workforce development system.
7. Considerable knowledge of the principles and practices of effective supervision and management of staff engaged in relatively complex operations.

8. Ability to plan and evaluate workforce development programs and services.
9. Ability to establish and maintain effective working relationships with representatives of local, state and federal agencies, contractors, training institutions, community organizations, local businesses and the general public.
10. Ability to maintain confidentiality of customer information and records according to legislated and policy requirements.
11. Demonstrate proficiency in both oral and written communication.
12. Ability to interpret and apply complex operating instructions, state and federal regulations, and department and division procedures. Understand, apply and communicate to others rules, regulations and guidelines prepared by state and federal agencies relating to departmental programs.
13. Ability to compile, analyze and evaluate data, make suitable determinations, and present findings in oral or written form.
14. Ability to work rapidly for long periods and work on several tasks at the same time, often under pressure. Ability to meet deadlines for the completion of required activities.
15. Ability to work, motivate and develop staff including multi-agency personnel.
16. Working knowledge of Standard English grammar, spelling, and punctuation, and ability to conduct public presentations and prepare detailed written reports as required.

Qualifications:

1. Significant management experience in either the public or private sector.
2. Minimum of four years of progressively responsible experience in workforce development or personnel management settings.
3. Experience in customer service and quality principles, supervision and planning.
4. Possession of valid Driver's License and demonstrated safe driving record.