

Team Leader Job Description

Accountable to:

Career Center Functional Leader

Job Summary:

The Team leader will oversee the specific team they are assigned to. They will work under the direction of and report directly to the Functional Leader. The Team Leader's role is to share their knowledge and skills with members and assist other team members with the functions of the team to perform tasks as needed. The role of formal supervision of staff will remain with the Functional Leader

Responsibilities:

1. Team Leaders will follow and implement all directives, policies, and procedures issued by DWD and the NEMO Workforce Investment Board.
2. Collect and submit reports specific to team data as requested.
3. Relate all new or revised policies, procedures and /or processes to team members to ensure they have the most up-to-date and current information.
4. Team Leader will facilitate team operations by discussions through the sharing of information and knowledge, identification of teamwork issues, development of problem-solving recommendations, and recommendations of standardizing team operations.
5. Create weekly team schedules to ensure appropriate coverage of work activities and that team members have time for breaks, lunches, etc.
6. Coordinate individual team member's work schedules and leave requests to ensure proper coverage within a team in accordance with the NGCC procedures. The Team Leader will coordinate Team schedule with Functional Leader. The Functional Leader is responsible for approving requests.
7. Identify, assign, and follow-up on work activities of team members under your supervision and in accordance with the center's integrated staffing.
8. Identify practices that are and are not working and make recommendations to the Functional Leader.
9. Assess the need for training and submit requests to the Functional Leader.
10. Function as a team member and carry out duties and responsibilities assigned to the team.

11. Ensure team members are knowledgeable about NGCC products and services and the team's roles in the delivery of these products and services.
12. Serve as a resource and content expert to team members; providing them with guidance and being available to answer questions to clarify the work activities.
13. Create opportunities for team members to provide input on procedures/processes and share their expertise with other team members.
14. Ensure that each team member feels that their work is valued, appreciated, and meaningful to the success of the Missouri Career Center.
15. The Team Leader will meet at a minimum weekly with Team members to coordinate weekly work schedule.